

brother[®]

Basic User's Guide

MFC-8950DW
MFC-8950DWT



Not all models are available in all countries.

Version 0

USA/CAN

If you need to call Customer Service

Please complete the following information for future reference:

**Model Number: MFC-8950DW / MFC-8950DWT
(Circle your model number)**

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

1 The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

<http://www.brother.com/registration/>

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is online at <http://www.brother.com/registration/>.

Brother numbers

! Important

For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.

Register your product

By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Brother Warranty Registration and Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

<http://www.brother.com/registration/>

FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software and utilities and read FAQs and troubleshooting tips to learn how to get the most from your Brother product.

<http://solutions.brother.com/>

Note

You can check here for Brother driver updates.

To keep your machine's performance up to date, check here for the latest firmware upgrade.

For Customer Service

In USA: 1-877-BROTHER (1-877-276-8437)

1-901-379-1215 (fax)

In Canada: 1-877-BROTHER

(514) 685-4898 (fax)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit us on-line at <http://www.brother-usa.com/service/>.

Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)



Note

In Canada, only Visa and MasterCard are accepted.

In USA: 1-877-552-MALL (1-877-552-6255)

1-800-947-1445 (fax)

<http://www.brothermall.com/>

In Canada: 1-877-BROTHER

<http://www.brother.ca/>

Description	Item
Toner Cartridge <Black>	TN-720 (Approx. 3,000 pages) ^{1 2 3} TN-750 (Approx. 8,000 pages) ^{1 2 4} TN-780 (Approx. 12,000 pages) ^{1 2 5}
Drum Unit	DR-720 (Approx. 30,000 pages) ^{6 7}
Telephone Line Cord	LG3077001
Basic User's Guide	LX9412001 (English for USA and Canada) LX9412002 (French for Canada)
Quick Setup Guide	(MFC-8950DW and MFC-8950DWT) LX9080001 (English for USA and Canada) (MFC-8950DW and MFC-8950DWT) LX9080002 (French for Canada)
Paper Tray 2 (MFC-8950DW option)	LT-5400

¹ Letter or A4 size single-sided pages.

² Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

³ Standard toner cartridge

⁴ High yield toner cartridge

⁵ Super high yield toner cartridge

⁶ 1 page per job.

⁷ Drum life is approximate and may vary by type of use.

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Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

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User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
Product Safety Guide	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the Box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the Box
Basic User's Guide	Learn the basic Fax, Copy, Scan and Direct Print operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / Installer CD-ROM / In the Box
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	PDF file / Installer CD-ROM / In the Box
Network User's Guide	This Guide provides useful information about wired and wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	PDF file / Installer CD-ROM / In the Box
Wi-Fi Direct™ Guide	This Guide provides details on how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.	PDF file / Brother Solutions Center ²
Google Cloud Print Guide	This Guide provides details on how to configure your Brother machine to a Google account and use Google Cloud Print services for printing over the Internet from devices using Gmail™ for mobile, GOOGLE DOCS™ for mobile and applications for the Chrome OS.	PDF file / Brother Solutions Center ²
Mobile Print/Scan Guide for Brother iPrint&Scan	This Guide provides useful information about printing JPEG and PDF ¹ files from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi network.	PDF file / Brother Solutions Center ²

Which Guide?	What's in it?	Where is it?
Web Connect Guide	This Guide provides details about how to configure and use your Brother machine to scan, load and view images and files on certain Web sites that provide these services.	PDF file / Brother Solutions Center ²

¹ PDF printing is not supported on Windows® Phone.

² Visit us at <http://solutions.brother.com/>.

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(Advanced User's Guide)

You can view the Advanced User's Guide on the Installer CD-ROM.

The Advanced User's Guide explains the following features and operations.

1 General Setup

IMPORTANT NOTE

Memory storage

Volume settings

Automatic Daylight Saving Time

Ecology features

Quiet mode feature

LCD screen

Dial Prefix

2 Security features

Secure Function Lock 2.0

Setting Lock

Restricting dialing

3 Sending a fax

Additional sending options

Additional sending operations

Polling overview

4 Receiving a fax

Remote Fax Options

Additional receiving operations

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5 Dialing and storing numbers

Telephone line services

Additional dialing operations

Additional ways to store numbers

6 Printing reports

Fax reports

Reports

7 Making copies

Copy settings

A Routine maintenance

Cleaning and checking the machine

Replacing periodic maintenance parts

Packing and shipping the machine

B Options

Options

Optional paper tray (LT-5400)

Memory board

C Glossary

D Index

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

Important

Important indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

 Prohibition icons indicate actions that must not be performed.

 Electrical Hazard icons alert you to a possible electrical shock.

 Fire Hazard icons alert you to the possibility of fire.

 Hot Surface icons warn you not to touch machine parts that are hot.

 Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.

Bold

Bold style identifies keys on the machine's control panel or on the computer screen.

Italics

Italicized style emphasizes an important point or refers you to a related topic.

Courier New

Courier New font identifies the messages shown on the LCD of the machine.

Follow all warnings and instructions marked on the product.

**Note**

Most of the illustrations in this User's Guide show the MFC-8950DW.

Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide** and **Network User's Guide** that are on the Installer CD-ROM.

Viewing Documentation

Viewing Documentation (Windows®)

To view the documentation, from the **Start** menu, select **Brother, MFC-XXXX** (where **XXXX** is your model name) from the programs group, and then choose **User's Guides**.

If you have not installed the software, you can find the documentation on the Installer CD-ROM by following the instructions below:

- 1 Turn on your computer. Insert the Installer CD-ROM into your CD-ROM drive.



Note
If the Brother screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **start.exe**.

- 2 If the model name screen appears, click your model name.

- 3 If the language screen appears, click your language. The CD-ROM Top Menu will appear.



- 4 Click **Documentation**.
- 5 Click **PDF documents**. If the country screen appears, choose your country. After the list of User's Guides appears, choose the Guide you want to read.

Viewing Documentation (Macintosh)

- 1 Turn on your Macintosh. Insert the Installer CD-ROM into your CD-ROM drive. The following window will appear.



- 2 Double-click the **Documentation** icon.
- 3 If the model name screen appears, choose your model name and click **Next**.
- 4 If the language screen appears, double-click your language folder.

- 5 Double-click **top.pdf**. If the country screen appears, choose your country.
- 6 After the list of User's Guides appears, choose the Guide you want to read.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning*

Nuance™ PaperPort™ 12SE How-to-Guides

(Windows® users)

- The complete Nuance™ PaperPort™ 12SE How-to-Guides can be viewed from the Help selection in the Nuance™ PaperPort™ 12SE application.

Presto! PageManager User's Guide

(Macintosh users)



Note

Presto! PageManager is available as a download from
http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

How to find Network setup instructions

Your machine can be connected to a wireless or wired network.

Basic setup instructions ➤ Quick Setup Guide

If your wireless access point or router supports Wi-Fi Protected Setup or AOSS™
 ➤ Quick Setup Guide.

More information about network setup
 ➤ Network User's Guide.

How to access Guides for Advanced Features

You can view and download these Guides from the Brother Solutions Center at:

<http://solutions.brother.com/>

Click **Manuals** on your model's page to download the documentation.

Wi-Fi Direct™ Guide

This Guide provides details on how to configure and use your Brother machine for wireless printing directly from a mobile device supporting the Wi-Fi Direct™ standard.

Google Cloud Print Guide

This Guide provides details on how to configure your Brother machine to a Google account and use Google Cloud Print services for printing over the Internet from devices using Gmail™ for mobile, GOOGLE DOCS™ for mobile and applications for the Chrome OS.

Mobile Print/Scan Guide for Brother iPrint&Scan

This Guide provides useful information about printing JPEG and PDF¹ files from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi network.

¹ PDF printing is not supported on Windows® Phone.

Web Connect Guide

This Guide provides details about how to configure and use your Brother machine to scan, load and view images and files on certain Web sites that provide these services.

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* ►► page i and on the Installer CD-ROM.

- Click **Brother Support** on the main menu. The following screen will appear:



- To access our Web site (<http://www.brother.com/>) click **Brother Home Page**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (<http://www.brothermall.com/>) for additional product and service information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (<http://www.brother.ca/>) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our web site for original/genuine Brother supplies (<http://www.brother.com/original/>), click **Supplies Information**.

- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

To return to the main page, click **Back**.

Or, if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

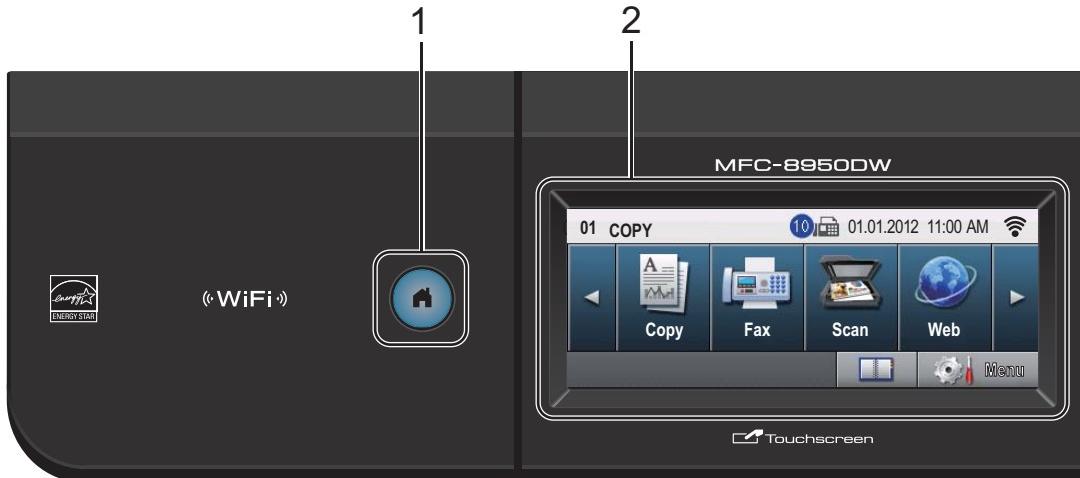
You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installer CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:



- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Registration Page (<http://www.brother.com/registration/>), click **On-Line Registration**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our Web site for original/genuine Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.

Control panel overview



1 Home Key



Press the illuminated blue Home key to return to Ready mode.

2 LCD

This is a Touchscreen LCD. You can access the menus and options by pressing buttons displayed on the screen.

3 Fax keys:

Hook

Press before dialing if you want to make sure a fax machine will answer, and then press **Start**. Also, press this key after you pick up the handset of an external telephone during the F/T ring (pseudo/double-rings).

Redial/Pause

Redials the last number called. It also inserts a pause when programming quick dial numbers or when dialing a number manually.

Quick Dials

Show One Touch dials on the Touchscreen.

4 Dial pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

This function transfers to the touchscreen when you store quick dial numbers.

5 Stop/Exit

Stops an operation or exits from a menu.

6 Start

Lets you start sending faxes or making copies.



7 Data

The **Data** LED (light emitting diode) will flash depending on the machine's status.

Machine Status	Description
Ready Mode ○	The machine is ready to print, in Sleep mode, there is no print data, or the power switch is off.
Receiving Data Green (blinking) ◆	The machine is either receiving data from the computer, processing data in memory, or printing data.
Data Remaining in Memory Green ●	Print data remains in the machine's memory.

LCD Touchscreen

The LCD Touchscreen shows the current machine status when the machine is idle.



1 Mode Indicator

Lets you see current mode of your machine.

2 Fax in memory

Shows how many received faxes are in the memory.

3 Date and Time

Lets you see the date and time.

4 Web

Lets you connect the Brother machine to an internet service. For details >> Web Connect Guide.

5 Wireless Status

A four level indicator on the Ready mode screen shows the current wireless signal strength if you are using a wireless connection or Wi-Fi Direct™.



If you see the button at the top right on the Touchscreen, you can easily configure the wireless settings by pressing the button. For more information >> Quick Setup Guide.

6 Menu

Lets you access the main menu.

7 Address Book

Lets you search for the number you want to fax, dial, E-mail or I-Fax.

8 Security indicator

Shows machine's security status. Appears when you turn on Secure Function Lock or Setting Lock.

9 Mode Buttons:

Copy

Puts the machine in Copy mode.

Fax

Puts the machine in Fax mode.

Scan

Puts the machine in Scan mode.

10 Warning icon

Appears when there is an error or maintenance message; press the Warning icon to view it, and then press **Stop/Exit** to return to the Ready screen.

11 Direct Print

Lets you print data from a USB flash memory drive or a digital camera supporting mass storage directly to the machine. (See *Printing data directly from the USB Flash memory drive or digital camera supporting mass storage* >> page 56.)

Active only when you insert a USB flash memory drive or digital camera in the machine's USB direct interface.

12 Secure Print

Lets you access the secure print menu.

Active only when the machine has secure print data.

Basic Operations

To operate the Touchscreen use your finger to press the Menu or mode button directly on the LCD screen.

To display and access all the screen menus or options in a setting, press ▲▼ or ▶◀ to scroll through them.

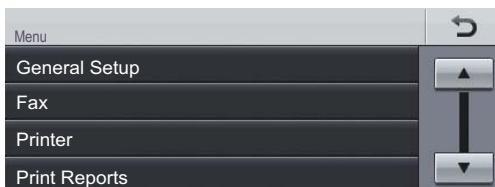
Press ↺ to return to the previous menu.

Important

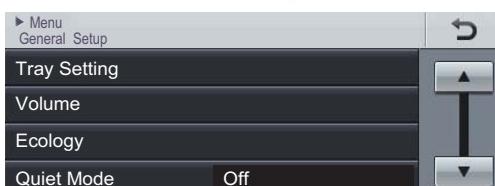
DO NOT press the Touchscreen with a sharp object, such as a pen or stylus. It may damage the machine.

The following steps show how to change a setting in the machine. In this example the LCD back light setting is changed from Light to Dark.

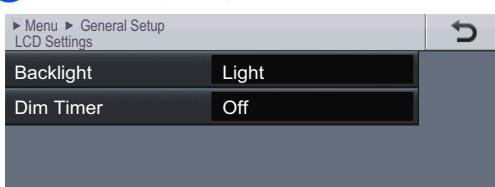
- 1 Press Menu.
- 2 Press ▲ or ▼ to display General Setup.
Press General Setup.



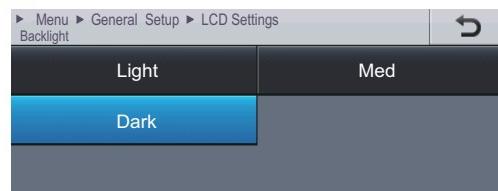
- 3 Press ▲ or ▼ to display LCD Settings.
Press LCD Settings.



- 4 Press Backlight.



- 5 Press Dark.



- 6 Press Stop/Exit.

Loading paper and print media

The machine can feed paper from the standard paper tray, optional lower tray or multi-purpose tray.

When you put paper into the paper tray, note the following:

- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

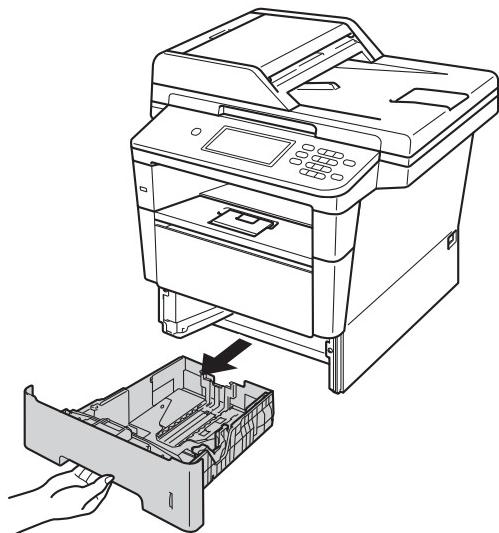
Loading paper in the standard paper tray and the optional lower tray

You can load up to 500 sheets in the standard paper tray (Tray 1) and 500 sheets in the optional lower tray (Tray 2)¹. Paper can be loaded up to the maximum paper mark (▼▼▼) on the right-hand side of the paper tray. (For recommended paper to use, see *Acceptable paper and other print media* ➤ page 20.)

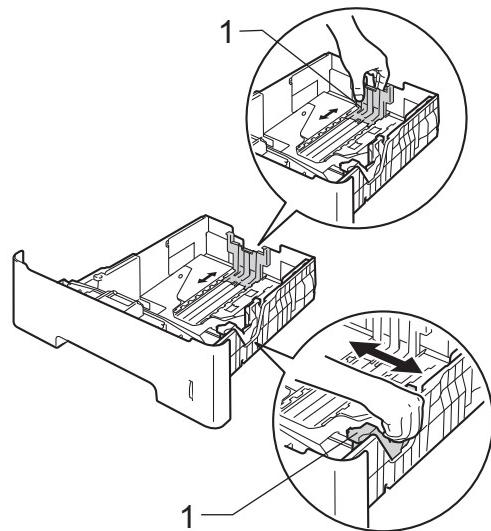
¹ Tray 2 is standard on MFC-8950DWT.

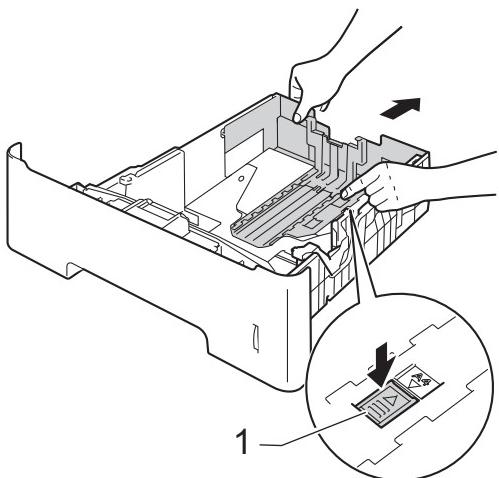
Printing on plain paper, thin paper or recycled paper from Tray 1 and Tray 2

- 1 Pull the paper tray completely out of the machine.



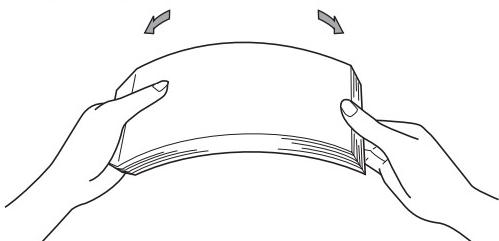
- 2 While pressing the green paper-guide release lever (1), slide the paper guides to fit the paper you are loading in the tray. Make sure that the guides are firmly in the slots.



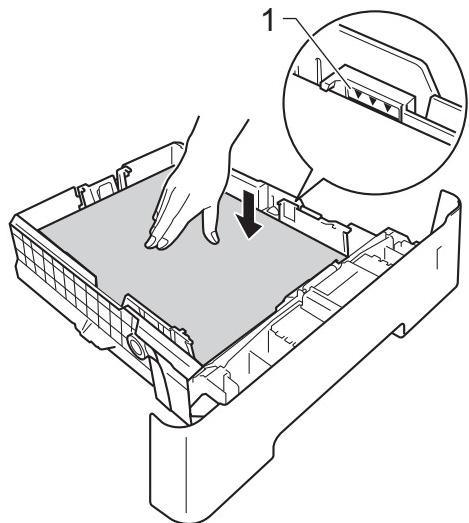
 Note


For Legal or Folio size paper, press the release button (1) in the bottom of the paper tray and then pull out the back of the paper tray. (Legal and Folio size paper are not available in some regions.)

- 3 Fan the stack of paper well to avoid paper jams and misfeeds.

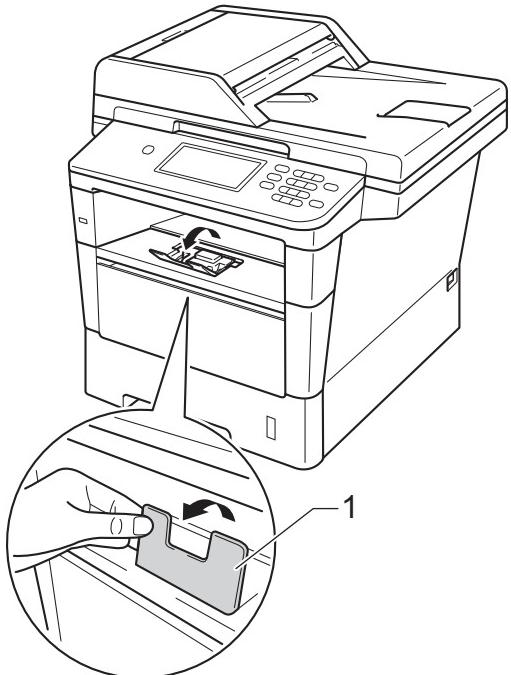


- 4 Put paper in the tray and make sure:
- The paper is below the maximum paper mark (▼▼▼) (1).
 - Overfilling the paper tray will cause paper jams.
 - The side to be printed on must be *face down*.
 - The paper guides touch the sides of the paper so it will feed correctly.



- 5 Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.

- 6 Lift up the support flap (1) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.

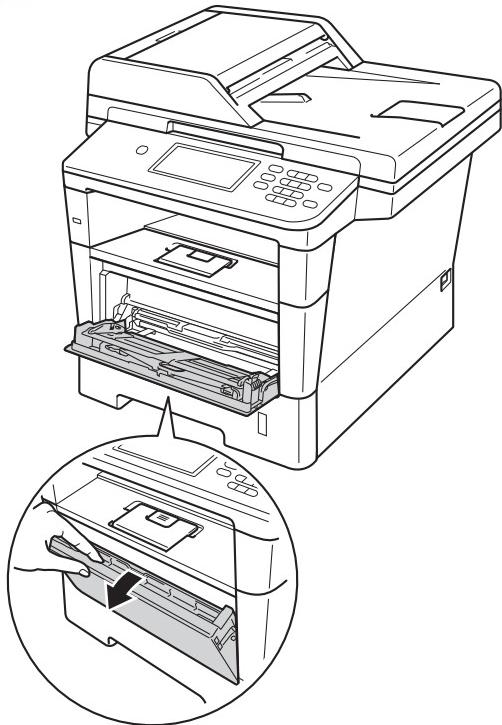


Loading paper in the multi-purpose tray (MP tray)

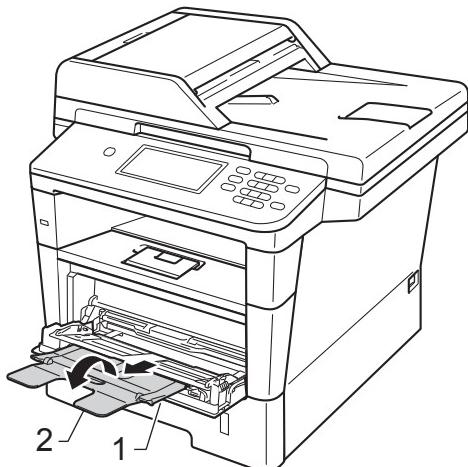
You can load up to 3 envelopes or special print media in the MP tray or up to 50 sheets of plain paper. Use this tray to print or copy on thick paper, bond paper, labels or envelopes. (For recommended paper to use, see *Acceptable paper and other print media* >> page 20.)

Printing on plain paper, thin paper, recycled paper and bond paper from the MP tray

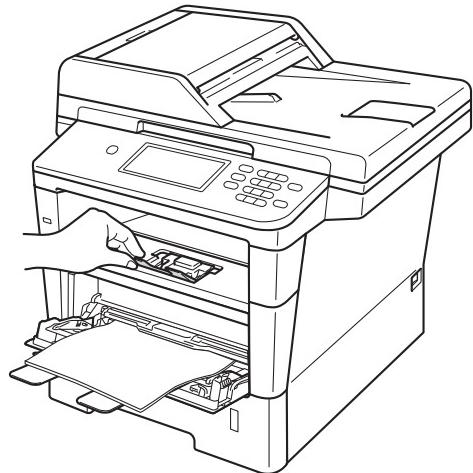
- 1 Open the MP tray and lower it gently.



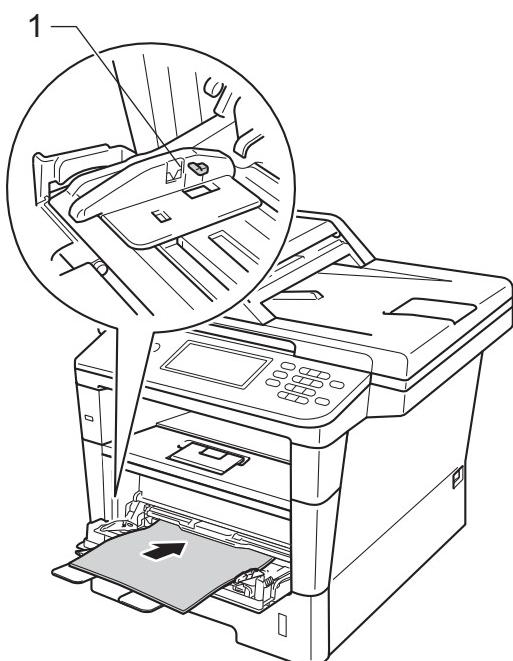
- 2 Pull out the MP tray support (1) and unfold the flap (2).



- 4 Lift up the support flap to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.

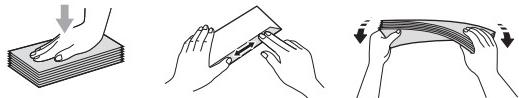


- 3 Put paper in the MP tray and make sure:
- The paper stays under the maximum paper mark (1).
 - The side to be printed on must be *face up* with the leading edge (top of the paper) in first.
 - The paper guides touch the sides of the paper so it will feed correctly.

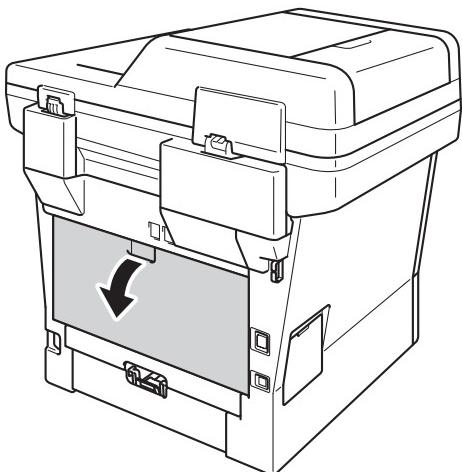


Printing on thick paper, labels and envelopes from the MP tray

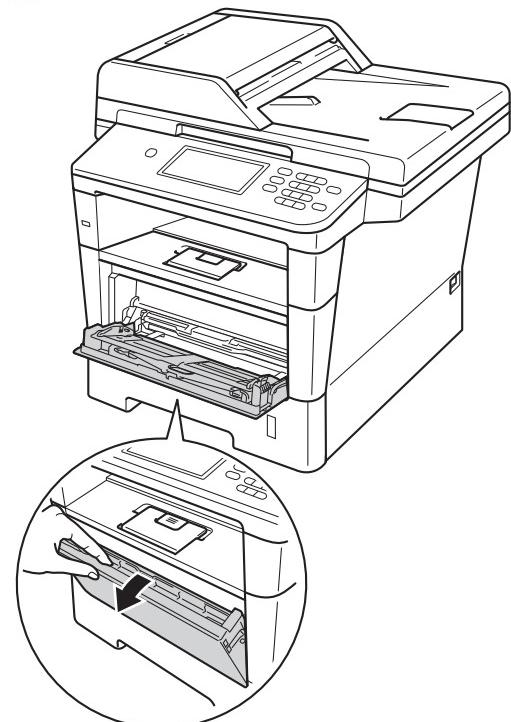
Before loading, press the corners and sides of the envelopes to make them as flat as possible.



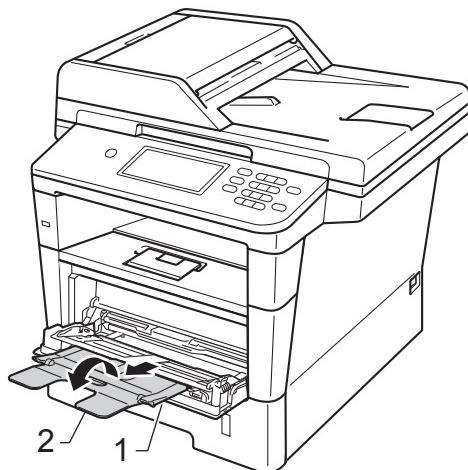
- 1 Open the back cover (face-up output tray).



- 2 Open the MP tray and lower it gently.



- 3 Pull out the MP tray support (1) and unfold the flap (2).



4 Put paper, labels or envelopes in the MP tray. Make sure:

- The number of envelopes in the MP tray does not exceed 3.
- The paper, labels or envelopes stay under the maximum paper mark (1).
- The side to be printed on must be face up.



5 Send the print data to the machine.



Note

- Remove each printed envelope immediately to prevent a paper jam.
- If your thick paper curls during printing, put only one sheet at a time in the MP tray and open the back cover (face-up output tray) to let the printed pages exit to the face-up output tray.

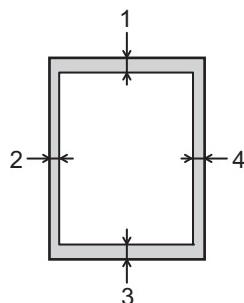
6 Close the back cover (face-up output tray).

Unscannable and unprintable areas

The figures below show maximum unscannable and unprintable areas. These areas may vary depending on the paper size or settings in the application you are using.



When using BR-Script3 emulation, the unprintable area around the edges of the paper is 0.16 in. (4.2 mm).



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax (Sending)	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4	0.12 in. (3 mm) (ADF) 0.04 in. (1 mm) (Scanner Glass) 0.12 in. (3 mm)	
	Legal	0.12 in. (3 mm)	0.16 in. (4 mm)
Copy*	Letter	0.16 in. (4 mm)	0.16 in. (4 mm)
	A4	0.16 in. (4 mm)	0.12 in. (3 mm)
	Legal	0.16 in. (4 mm)	0.16 in. (4 mm)
Scan	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
	Legal	0.12 in. (3 mm)	0.12 in. (3 mm)
Print	Letter	0.16 in. (4.2 mm)	0.25 in. (6.35 mm)
	A4	0.16 in. (4.2 mm)	0.24 in. (6.01 mm)
	Legal	0.16 in. (4.2 mm)	0.25 in. (6.35 mm)

Paper settings

Paper Size and Type



Note

You can use four sizes of paper for printing faxes: Letter, A4, Legal or Folio.

When you change the size of paper in the tray, you will also need to change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.

You can use the following sizes of paper for printing copies: Letter, A4, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio and the following sizes for printing faxes: Letter, A4, Legal or Folio (8.5 in. x 13 in.).

After you set the paper size setting, you can set up the machine for the type of paper you are using. This will give you the best print quality.

- 1 Press Menu.
- 2 Press ▲ or ▼ to display General Setup.
Press General Setup.
- 3 Press ▲ or ▼ to display Tray Setting.
Press Tray Setting.

4

Do one of the following:

■ To set the paper type for the MP Tray press ▲ or ▼ to display MP Tray.

Press MP Tray

■ To set the paper type for Tray#1 press ▲ or ▼ to display Tray#1.

Press Tray#1

■ To set the paper type for Tray#2 press ▲ or ▼ to display Tray#2.

Press Tray#2¹ if you installed Tray 2.

5

Press ▲ or ▼ to display the paper size options.

Press Letter, A4, Legal,

Executive, A5, A5 L³, A6³, B5, B6, Folio or Any².

6

Press Thin, Plain, Thick, Thicker, Recycled Paper or Label⁴.

7

Press Stop/Exit.

¹ The Tray#2 button will be selectable if Tray 2 is installed.

² Any size appears only when you choose the MP tray.

³ A5 L and A6 size are not available for Tray#2.

⁴ You can choose Label for the MP Tray.



Note

If you choose Any for the MP Tray Paper Size: You must choose MP Only for the Tray Use setting. You cannot use the Any Paper Size selection for the MP tray when making N in 1 copies. You must choose one of the other available Paper Size selections for the MP tray.

Tray Use in Copy mode

You can change the priority tray that the machine will use for printing copies.

When you choose **Tray#1 Only, MP Only or Tray#2 Only¹**, the machine pulls the paper only from that tray. If the selected tray is out of paper, **No Paper** will appear on the LCD. Insert the paper in the empty tray.

To change the tray setting follow the instructions below:

- 1** Press **Menu**.
- 2** Press **▲** or **▼** to display **General Setup**.
Press **General Setup**.
- 3** Press **▲** or **▼** to display **Tray Setting**.
Press **Tray Setting**.
- 4** Press **▲** or **▼** to display **Tray Use:Copy**.
Press **Tray Use:Copy**.
- 5** Press **Tray#1 Only, Tray#2 Only¹, MP Only, MP>T1>T2¹ or T1>T2¹>MP**.
- 6** Press **Stop/Exit**.

¹ The **Tray#2 Only** and **T2** appear only if Tray 2 is installed.

Note

- When loading the documents in the ADF and **MP>T1>T2** or **T1>T2>MP** is selected, the machine looks for the tray with the most suitable paper and pulls paper from that tray. If no tray has suitable paper, the machine pulls paper from the higher priority tray.
- When using the scanner glass, your document is copied from the higher priority tray even if more suitable paper is in another paper tray.

Tray Use in Fax mode

Note

- You can use four sizes of paper for printing faxes: Letter, A4, Legal or Folio. When a suitable size is not in any of the trays received faxes will be stored in the machine's memory and **Size mismatch** will appear on the LCD. (For details, see *Error and maintenance messages* **► page 83.**)
- If the tray is out of paper and received faxes are in the machine's memory, **No Paper** will appear on the LCD. Insert paper in the empty tray.

You can change the default tray that the machine will use for printing received faxes.

When you choose **Tray#1 Only, MP Only or Tray#2 Only¹**, the machine pulls the paper only from that tray. If the selected tray is out of paper, **No Paper** will appear on the LCD. Insert the paper in the empty tray.

When you choose **T1>T2¹>MP**, the machine pulls paper from Tray #1 until it is empty, then from Tray #2, and then from the MP tray.

When you choose **MP>T1>T2¹**, the machine pulls paper from the MP tray until it is empty, then from Tray #1, and then from Tray #2.

- 1** Press **Menu**.
- 2** Press **▲** or **▼** to display **General Setup**.
Press **General Setup**.
- 3** Press **▲** or **▼** to display **Tray Setting**.
Press **Tray Setting**.
- 4** Press **▲** or **▼** to display **Tray Use:Fax**.
Press **Tray Use:Fax**.
- 5** Press **Tray#1 Only, Tray#2 Only¹, MP Only, MP>T1>T2¹ or T1>T2¹>MP**.
- 6** Press **Stop/Exit**.

¹ The **Tray#2 Only** and **T2** appear only if Tray 2 is installed.

Tray Use in print mode

You can change the default tray the machine will use for printing from your computer and Direct Print.

- 1 Press Menu.
- 2 Press ▲ or ▼ to display General Setup.
Press General Setup.
- 3 Press ▲ or ▼ to display Tray Setting.
Press Tray Setting.
- 4 Press ▲ or ▼ to display Tray Use:Print.
Press Tray Use:Print.
- 5 Press Tray#1 Only, Tray#2 Only¹, MP Only, MP>T1>T2¹ or T1>T2¹>MP.
- 6 Press Stop/Exit.

¹ The Tray#2 Only and T2 appear only if Tray 2 is installed.

Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: plain paper, thin paper, thick paper, thicker paper, bond paper, recycled paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For proper printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.
- Use labels that are designed for use in laser machines.

Recommended paper and print media

Paper Type	Item
Plain Paper	Xerox 4200DP 20 lb
	Hammermill Laser Print (24 lb=90 g/m ²)
Recycled Paper	No specific brand recommended
Labels	Avery laser labels white #5160
Envelopes	No specific brand recommended

Type and size of paper

The machine feeds paper from the installed standard paper tray, multi-purpose tray or optional lower tray.

The names for the paper trays in the printer driver and this Guide are as follows:

Tray and optional unit	Name
Standard Paper Tray	Tray 1
Multi-purpose Tray	MP Tray
Optional Lower Tray	Tray 2 ¹

¹ Tray 2 is standard on MFC-8950DWT.

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Standard Paper Tray (Tray 1)	Letter, A4, Legal, B5, Executive, A5, A5 (Long Edge), A6, B6, Folio ¹	Plain paper, Thin paper, Recycled paper	up to 500 20 lb (80 g/m ²)
Multi-purpose Tray (MP Tray)	Width: 3 to 8.5 in. (76.2 to 215.9 mm) Length: 5 to 14 in. (127 to 355.6 mm)	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels	50 sheets 20 lb (80 g/m ²) 3 Envelopes
Optional Lower Tray (Tray 2) ²	Letter, A4, Legal, B5, Executive, A5, B6, Folio ¹	Plain paper, Thin paper, Recycled paper	up to 500 20 lb (80 g/m ²)

¹ Folio size is 8.5 in. × 13 in. (215.9 mm × 330.2 mm)

² Tray 2 is standard on MFC-8950DWT.

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	20-24 lb (75-90 g/m ²)
Thickness	80-110 µm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm ³ /100
Grain direction	Long grain
Volume resistivity	10e ⁹ -10e ¹¹ ohm
Surface resistivity	10e ⁹ -10e ¹² ohm-cm
Filler	CaCO ₃ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 20 to 24 lb (75 to 90 g/m²).
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process 392 °F (200 °C).
- If you use bond paper, paper having a rough surface, or paper that is wrinkled or creased, the paper may exhibit degraded performance.

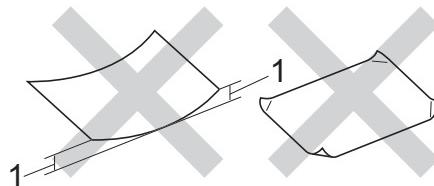
Types of paper to avoid

! Important

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



1 A curl of 0.08 in. (2 mm) or greater may cause jams to occur.

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed above, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

Envelopes

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can only be fed through the MP tray.

We recommend that you print a test envelope to make sure the print results are what you want.

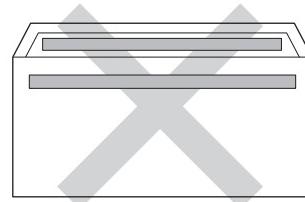
Types of envelopes to avoid

! Important

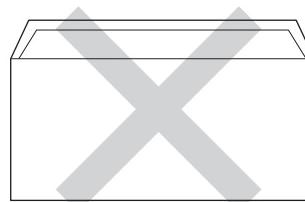
DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square

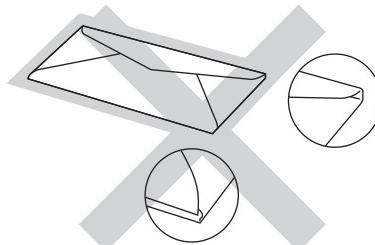
- with windows, holes, cut-outs or perforations
- with glue on the surface as shown in the figure below



- with double flaps as shown in the figure below



- with sealing flaps that are not folded down when purchased
- with each side folded as shown in the figure below



If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Labels

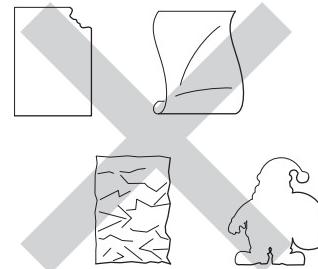
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 392 °F (200 °C) for a period of 0.1 seconds.

Labels can only be fed through the MP tray.

Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



Important

- Avoid feeding labels with the carrier sheet exposed because your machine will be damaged.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.

How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

Using the automatic document feeder (ADF)

The ADF can hold up to 50 pages and feeds each sheet individually. Use standard 20 lb (80 g/m²) paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Length:	5.8 to 14 in. (147.3 to 355.6 mm)
Width:	5.8 to 8.5 in. (147.3 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m ²)

How to load documents

Important

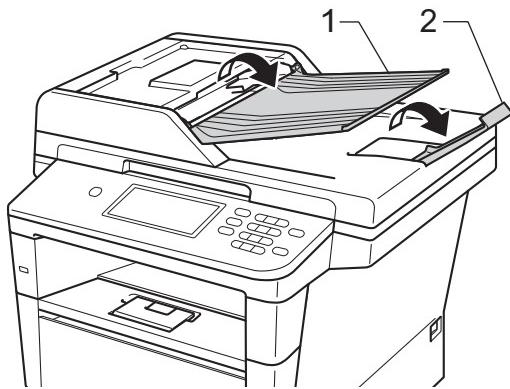
- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.



Note

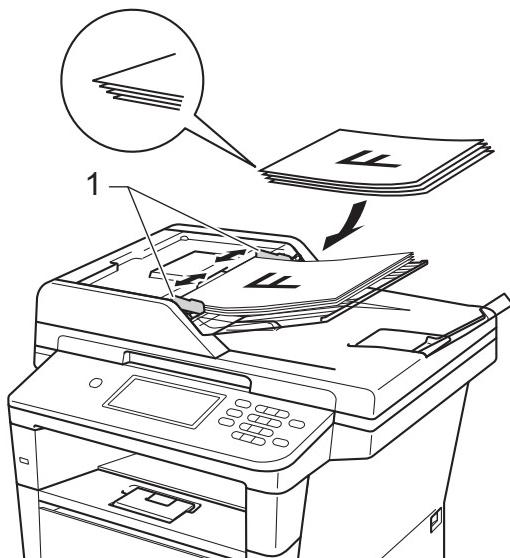
- To scan documents that are not suitable for the ADF, see *Using the scanner glass* ➤ page 26.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

- 1 Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).

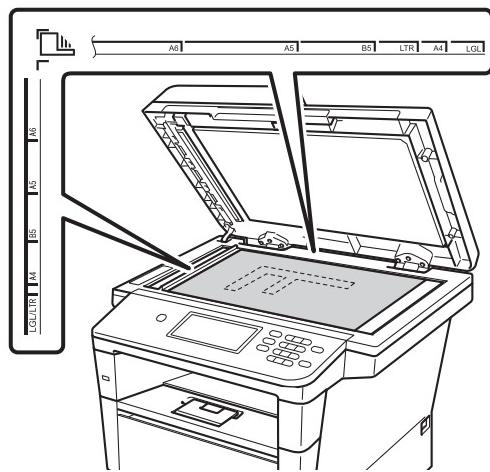


- 2 Fan the pages well.
- 3 Stagger the pages of your document *face up top edge first*, in the ADF until the LCD display message changes and you feel the top page touch the feed rollers.

- 4 Adjust the paper guides (1) to fit the width of your document.



- 2 Using the document guidelines on the left and top, place the document *face down* in the upper left corner of the scanner glass.



 **Note**

To scan non-standard documents, see *Using the scanner glass* >> page 26.

Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book, one page at a time.

Document Sizes Supported

Length:	Up to 14 in. (355.6 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2.0 kg)

How to load documents

 **Note**

To use the scanner glass, the ADF must be empty.

- 1 Lift the document cover.



- 3 Close the document cover.

 **Important**

If the document is a book or is thick do not slam the cover or press on it.

How to send a fax

The following steps show you how to send a fax. To send multiple pages use the ADF.

- When you want to send a fax, or change fax send or receive settings, press the Fax button on the Touchscreen.



- The LCD shows:



1 Fax duplex (2-sided) receiving indicator

Appears when duplex printing is set to on for received faxes.

2 Current Receive Mode

Lets you see the current receive mode.

- Fax (Fax only)
- F/T (Fax/Tel)
- TAD (External TAD)
- Mnl (Manual)



Note

The default setting is Copy mode.

- Do one of the following to load your document:

- Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* ➤ page 25.)
- Load your document *face down* on the scanner glass. (See *Using the scanner glass* ➤ page 26.)

- Set the scanner glass size, fax resolution or contrast if you want to change them.



Note

For the following advanced fax sending operations and settings ➤ Advanced User's Guide: *Sending a fax*

- Duplex Fax (2-sided fax layout)
- Contrast
- Fax Resolution
- Broadcasting
- Real Time TX
- Overseas Mode
- Delayed Fax
- Batch TX
- Set New Default
- Factory Reset
- Coverpage Message
- Coverpage Setup
- Polled TX

When using the ADF, you can not change the scanner glass size setting.

- 4 Choose one of the options below:
- If you want to send a single-sided document, go to step 5.
 - If you want to send a 2-sided document, choose the duplex scanning format for your 2-sided document.
Press Duplex Fax and choose DuplexScan : LongEdge or DuplexScan : ShortEdge.



Note

You can send 2-sided documents from the ADF.

- 5 Enter the fax number using the dial pad. You can also enter the fax number in the following ways.
- Press Address Book, the number you want to dial, and Send a fax on the Touchscreen.
 - Press **Quick Dials** on the control panel and a One Touch button on the Touchscreen.

(For details, see *How to dial*
►► page 45.)

- 6 Press **Start**.

Faxing from the ADF

- The machine starts scanning the document.

Faxing from the scanner glass

If Real Time TX is On, the machine will send the document without asking if there are additional pages to scan.

- If you press **Start**, the machine starts scanning the first page.

Do one of the following:

- To send a single page, press **No** (or press **Start** again). The machine starts sending the document.
- To send more than one page, press **Yes** and place the next page on the scanner glass. Press **Start**. The machine starts scanning the page. (Repeat this step for each additional page.)



Note

To cancel a fax in process, press **Stop/Exit**.

Faxing A4, Legal or Folio size documents from the scanner glass

When faxing A4, Legal or Folio size documents, you will need to set the scan glass size to A4 or Legal/Folio; otherwise, a portion of your faxes will be missing.

- 1 Press Fax.
- 2 Press **◀** or **▶** to display Glass ScanSize.
Press Glass ScanSize.
- 3 Press A4 or Legal/Folio.



Note

You can save the setting you use most often by setting it as the default.
(See Advanced User's Guide: *Setting your changes as the new default.*)

Cancelling a fax in process

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialing or sending, the LCD will show
Cancel Job?.

Press **Yes** to cancel the fax.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On:** Prints a report after every fax you send.
- **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:** Prints a report if your fax is unsuccessful due to a transmission error. Off is the default setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display **Fax**.
Press **Fax**.
- 3 Press **▲** or **▼** to display **Report Setting**.
Press **Report Setting**.
- 4 Press **Transmission**.
- 5 Press **On**, **On+Image**, **Off** or **Off+Image**.
- 6 Press **Stop/Exit**.

 **Note**

- If you choose On+Image or Off+Image, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (See Advanced User's Guide: *Real Time Transmission*.)
- If the transmission is successful, OK will appear next to RESULT on the Transmission Verification Report. If the transmission is not successful, NG will appear next to RESULT.

Receive modes



Note

You can use four sizes of paper for printing faxes: Letter, A4, Legal or Folio.

Choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) you will be using on the same line as the Brother machine.

5

Will you be using a Distinctive Ring number for receiving faxes?

Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* ➤ page 39 for instructions on setting up your machine using this feature.)

Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* ➤ page 38 for instructions on setting up your machine using this service.)

Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose *External TAD* as your receive mode. (See *Connecting an external TAD (telephone answering device)* ➤ page 41.)

Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Choose *Fax Only* as your receive mode. (See *Fax Only* ➤ page 33.)

Will you be using your Brother machine on the same line as your telephone?

Do you want to receive voice calls and faxes automatically?

The *Fax/Tel* receive mode is used when sharing the Brother machine and your telephone on the same line. Choose *Fax/Tel* as your receive mode. (See *Fax/Tel* ➤ page 33.)

Important Note: You can not receive voice messages on either Voice Mail or an answering machine if you choose the *Fax/Tel* mode.

Do you expect to receive very few faxes?

Choose *Manual* as your receive mode. You control the telephone line and must answer every call yourself. (See *Manual* ➤ page 33.)

To set the receive mode follow the instructions below:

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Initial Setup.
Press Initial Setup.
- 3 Press ▲ or ▼ to display Receive Mode.
Press Receive Mode.



Note

If you cannot change the Receive Mode, make sure the Distinctive Ring feature is set to Off.
(See *Distinctive Ring* >> page 39.)

- 4 Press Fax Only, Fax/Tel, External TAD or Manual.
- 5 Press **Stop/Exit**.

The LCD will display the current receive mode in Fax mode.

Using receive modes

Some receive modes answer automatically (Fax Only and Fax/Tel). You may want to change the Ring Delay before using these modes. (See *Ring Delay* >> page 34.)

Fax Only

Fax Only mode will automatically answer every call as a fax.

Fax/Tel

Fax/Tel mode helps you automatically manage incoming calls, by recognizing whether they are fax or voice calls and handling them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast pseudo/double-ring made by your machine.

(Also see *F/T Ring Time (Fax/Tel mode only)* >> page 34 and *Ring Delay* >> page 34.)

Manual

Manual mode turns off all automatic answering functions unless you are using the Distinctive Ring Receive feature.

To receive a fax in Manual mode lift the handset of the external telephone or press **Hook**. When you hear fax tones (short repeating beeps), press **Start**, and then press **Receive** to receive a fax. You can also use the Easy Receive feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Easy Receive* >> page 35.)

5

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be handled in the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

(For more information see *Connecting an external TAD (telephone answering device)* >> page 41.)

Receive Mode settings

Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in Fax Only and Fax/Tel modes.

If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of 4. (See *Using external and extension telephones* >> page 43 and *Easy Receive* >> page 35.)

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Fax.
Press Fax.
- 3 Press ▲ or ▼ to display Setup Receive.
Press Setup Receive.
- 4 Press ▲ or ▼ to display Ring Delay.
Press Ring Delay.
- 5 Press 0, 1, 2, 3 or 4 for how many times you want the line to ring before the machine answers.
- 6 Press Stop/Exit.



Note

If you choose 0, the machine will answer immediately and the line will not ring at all.

F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T ring it means that you have a voice caller on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using Remote Codes* >> page 44.)

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Fax.
Press Fax.
- 3 Press ▲ or ▼ to display Setup Receive.
Press Setup Receive.
- 4 Press ▲ or ▼ to display F/T Ring Time.
Press F/T Ring Time.
- 5 Press how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
- 6 Press Stop/Exit.

Easy Receive

If Easy Receive is On:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

If Easy Receive is Off:

If you are at the machine and answer a fax call first by lifting the external handset, then press **Start**, and then press **Receive** to receive the Fax.

If you answered at an extension telephone press *51. (See *Using external and extension telephones* ►► page 43.)



Note

- If this feature is set to **On**, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code *51.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to **Off**.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display **Fax**.
Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Receive**.
Press **Setup Receive**.
- 4 Press **▲** or **▼** to display **Easy Receive**.
Press **Easy Receive**.
- 5 Press **On** (or **Off**).
- 6 Press **Stop/Exit**.

6

Using PC-FAX

How to use PC-FAX

PC-Fax Receive (For Windows® only)

If you turn on the PC-Fax Receive feature your machine will store received faxes in memory and send them to your PC automatically. You can then use your PC to view and store these faxes.

Even if you have turned off your PC (at night or on the weekend, for example), your machine will receive and store your faxes in its memory. The number of received faxes that are stored in the memory will appear on the LCD.

When you start your PC and the PC-Fax Receiving software runs, your machine transfers your faxes to your PC automatically.

For PC-Fax Receive to work you must have the PC-FAX Receiving software running on your PC. From the Windows® Start menu, select **All Programs, Brother, MFC-XXXX, PC-FAX Receiving**, and select **Receive**. (XXXX is your model name.)

If you choose Backup Print On, the machine will also print the fax.

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Fax.
Press Fax.
- 3 Press ▲ or ▼ to display Setup Receive.
Press Setup Receive.
- 4 Press ▲ or ▼ to display Forward/Page/Store.
Press Forward/Page/Store.
- 5 Press PC Fax Receive.

6 The LCD shows a reminder to start the PC-FAX Receiving program on your computer. If you have started the PC-FAX Receiving program, press OK. If you have not started the PC-FAX Receiving program, see >> Software User's Guide: *PC-FAX receiving*.

- 7 Press ▲ or ▼ to display <USB> or your computer name if the machine is connected to a network.
Press <USB> or your computer name.
Press OK.
- 8 Press Backup Print:On or Backup Print:Off.

Important

If you choose Backup Print On, the machine will also print the fax at your machine so you will have a copy. This is a safety feature in case there is a power failure before the fax is transferred to your PC.

- 9 Press Stop/Exit.

Note

- Before you can set up PC-Fax Receive you must install the MFL-Pro Suite software on your PC. Make sure your PC is connected and turned on.
(See Software User's Guide: *PC-FAX receiving*.)
- If your machine has an error and is unable to print faxes from memory, you can use this setting to transfer your faxes to a PC.
(See *Transferring your faxes or Fax Journal report* >> page 90.)
- PC-Fax Receive is not supported in Mac OS.

PC-FAX Send

The Brother PC-FAX feature lets you use your PC to send a document from an application as a standard fax. You can send a file created in any application on your PC as a PC-FAX. You can even attach a cover page.

For details >> Software User's Guide:
PC-FAX sending

How to send a PC-FAX:

Contact your application vendor if you need more support.

- 1 From your application select **File**, and then **Print**.
The Print dialog box will be displayed.
(The steps may vary depending on your application.)
- 2 Select the **Brother PC-FAX v.3**.
- 3 Click **OK**.
The **Brother PC-FAX** user interface will be displayed.
- 4 Enter the recipient's fax number using your computer keyboard or by clicking the numeric keypad of the **Brother PC-FAX** user interface. You can also select a stored number from the **Address Book**.
- 5 Click  when using your computer keyboard or the numeric keypad.
- 6 Click **Start**.
Your document will be sent to the Brother machine and then faxed to the recipient.

6

Telephone line services

Voice Mail

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different telephone numbers on that one line. Brother uses the term 'Distinctive Ring,' but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call,

Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. (See *Distinctive Ring* ►► page 39.)

OR

Set your Brother machine's Receive Mode to "Manual". Manual Mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax sending tones you must transfer the call to the Brother machine. (See *Using external and extension telephones* ►► page 43.) Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in **MANUAL** Mode, see *Choose the correct Receive Mode* ►► page 31.)

Distinctive Ring

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.



Note

- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.
- Please call your telephone company for availability and rates.

What does your telephone company's 'Distinctive Ring' do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line.** Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.



Note

Please call your telephone company for availability and rates.

What does Brother's 'distinctive ring' do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.



Note

You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.

Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls. However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.* If each one has a separate telephone number, neither will interfere with the other's operations.

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions below to 'register' the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.



Note

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	short-short or long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	



- Ring Pattern #1 is often called Short-Short and is the most commonly used.
- If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown.**

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must <<listen>> to the ring pattern (to compare it to the pattern that was 'registered'). (Other telephones on the same line will ring.)
- If you program the machine correctly, it will recognize the registered ring pattern of the 'fax number' within 2 ring patterns and then answer with a fax tone. When the 'voice number' is called, the machine will not answer.

Registering the distinctive ring pattern Very important!

After you have set the Distinctive Ring feature to On, your Distinctive Ring number will receive faxes automatically. The receive mode is automatically set to Manual and you cannot change it to another receive mode while Distinctive Ring is set to On. This ensures the Brother machine will only answer the Distinctive Ring number and not interfere when your main telephone number is called.

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Fax.
Press Fax.
- 3 Press ▲ or ▼ to display Miscellaneous.
Press Miscellaneous.
- 4 Press Distinctive.
- 5 Press Set.
- 6 Press the stored ring pattern you want to use.
Press OK.
(You will hear each pattern as you press the four buttons. Make sure you choose the pattern that the telephone company gave you.)
- 7 Press Stop/Exit.
Distinctive Ring is now set to On.

Turning off distinctive ring

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Fax.
Press Fax.
- 3 Press ▲ or ▼ to display Miscellaneous.
Press Miscellaneous.
- 4 Press Distinctive.
- 5 Press Off.
- 6 Press Stop/Exit.



Note

If you do not want to receive faxes on your Distinctive Ring number, you can turn off Distinctive Ring. The machine will stay in Manual receive mode so you will need to set the Receive Mode again. (See *Choose the correct Receive Mode >> page 31.*)

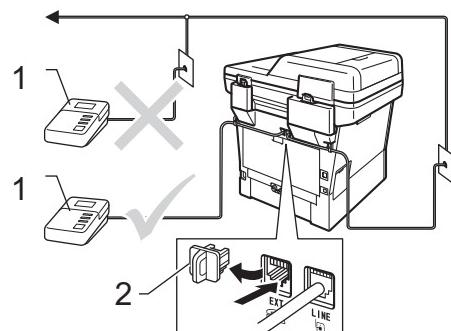
Connecting an external TAD (telephone answering device)

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will "listen" for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the display will show Telephone.

The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.

Unless you are using Distinctive Ring, the TAD must be connected to the EXT. jack of the machine.

Before you connect an external TAD (telephone answering device), remove the protective cap (2) from the EXT. jack on the machine.



1 TAD

2 Protective Cap



Note

If you have problems receiving faxes, reduce the ring delay setting on your external TAD.

Connections

The external TAD must be plugged into the back of the machine, into the jack labeled EXT. Your machine cannot work correctly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

- 1 Plug the telephone line cord from the telephone wall jack into the back of the machine, in the jack labeled LINE.
- 2 Plug the telephone line cord from your external TAD into the back of the machine, in the jack labeled EXT. (Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.)
- 3 Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
- 4 Record the outgoing message on your external TAD.
- 5 Set the TAD to answer calls.
- 6 Set the Receive Mode on your machine to External TAD. (See *Choose the correct Receive Mode >>* page 31.)

Recording an outgoing message (OGM)

- 1 Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
- 2 Limit your speaking to 20 seconds.
- 3 End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."



Note

We recommend beginning your OGM with an initial 5 second silence because the machine cannot hear fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving, then you should re-record the OGM to include it.

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to Manual.

We cannot guarantee that your machine will operate correctly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

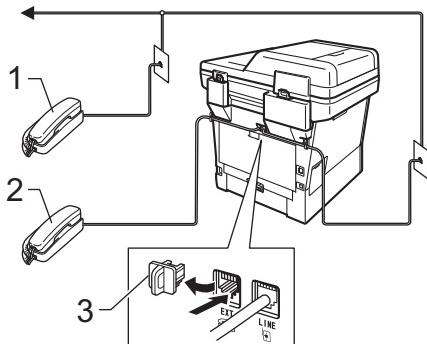
External and extension telephones

Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.

Before you connect an external telephone, remove the protective cap (3) from the EXT. jack on the machine.



1 Extension telephone

2 External telephone

3 Protective Cap

When you are using an external telephone, the LCD shows Telephone.

Using external and extension telephones

Using extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code ***51**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **#51**. (See *F/T Ring Time (Fax/Tel mode only)* ➤ page 34.)

Using an external telephone (Connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing **Start** and choosing **Receive**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ***51** and wait for the chirp or until the LCD shows **Receiving**, and then hang up.



Note

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* ➤ page 35.)

Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the EXT. jack of the machine (see page 43) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press **Hook** to transfer the call to the cordless handset.

Using Remote Codes

Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Fax Receive Code ***51**. Wait for the chirping sounds then replace the handset. (See *Easy Receive* ➤ page 35.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Start** and then **press Receive**.

Telephone Answer Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T ring (pseudo/double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (make sure you press this between the rings).

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.

Changing the Remote Codes

The preset Fax Receive Code is ***51**. The preset Telephone Answer Code is **#51**. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example **###** and **999**.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to display **Fax**.
Press **Fax**.
- 3 Press **▲** or **▼** to display **Setup Receive**.
Press **Setup Receive**.
- 4 Press **▲** or **▼** to display **Remote Codes**.
Press **Remote Codes**.
- 5 Press **On** (or **Off**).
- 6 If you chose **On** in step 5, enter the new Fax Receive Code.
Press **OK**.
- 7 Enter the new Telephone Answer Code.
Press **OK**.
- 8 Press **Stop/Exit**.

8

Dialing and storing numbers

How to dial

You can dial in any of the following ways.

Manual dialing

Use the dial pad to enter all the digits of the telephone or fax number.



One Touch dialing

(See *Storing One Touch Dial numbers*
►► page 49.)

- 1 Press the **Quick Dials** key on the control panel.
- 2 Press the Quick Dials button that stores the One Touch number you want to call.

Quick Dials	*17 - *32	Edit	↶
*01 ELEANOR ☎	*05	*09	*13
*02 GEORGE 📩	*06	*10	*14
*03	*07	*11	*15
*04	*08	*12	*16

To dial One Touch numbers 17 to 32, press the ***17 - *32** button and then press the Quick Dial button you want to call.

Speed dialing

- 1 Press (Address Book).
- 2 Press the three-digit Speed Dial number you want to call. You can also display the Speed Dial numbers in alphabetical order by pressing the button on the Touchscreen.
- 3 Press **Send a fax** or **Send a E-mail**.
- 4 Press **Start**.



Note

If the LCD shows **Not Registered** when you enter or search a Speed Dial number, a number has not been stored at this location.

Search

You can search alphabetically for names you have stored in the One Touch and Speed Dial memories. (See *Storing One Touch Dial numbers* ➤ page 49 and *Storing Speed Dial numbers* ➤ page 51.)

- 1 Press  (Address Book).
- 2 Press  (Search) on the Touchscreen.
- 3 Press the first few letters of the name on the Touchscreen.
Press OK.
- 4 Press ▲ or ▼ to scroll until you find the name you are looking for.
Press the name you are looking for.
- 5 Press Send a fax or Send a E-mail.
- 6 Press Start.



Note

- If the LCD shows Results cannot be found.. when you enter the first few letters of the name, it means that a name for the letter is not stored.
- One Touch Dial number and Speed Dial numbers stored without the name cannot be retrieved by the Search function.

LDAP search

If the machine is connected to your LDAP server, you can search for information such as fax numbers and E-mail addresses from your server. (See How to set up LDAP ➤ Network User's Guide)

Fax redial

If you are sending a fax manually and the line is busy, press **Hook** and then **Redial/Pause**, wait for the other fax machine to answer, and then press **Start** to try again. If you want to make a second call to the last number dialed, you can save time by pressing **Redial/Pause** and **Start**.

Redial/Pause only works if you dialed from the control panel.

If you are sending a fax automatically and the line is busy, the machine will automatically redial one time after five minutes.

Storing numbers

You can set up your machine to do the following types of easy dialing: One Touch, Speed Dial and Groups for Broadcasting faxes. You can also specify the default resolution for each One Touch and Speed Dial number. When you dial a One Touch or Speed Dial number, the LCD shows the name, if you stored it, or the number. A scan profile can also be stored along with the fax number.

If you lose electrical power, the numbers stored in the memory will not be lost.

A scan profile is the resolution and other scan settings that you choose when you store a number. For example, you can select Standard, Fine, S.Fine or Photo for the Fax option and Standard, Fine or Photo for IFAX. Or, you can select Color 100 dpi, Color 200 dpi, Color 300 dpi, Color 600 dpi, Color Auto, Gray 100 dpi, Gray 200 dpi, Gray 300 dpi, Gray Auto, B&W 300 dpi, B&W 200 dpi, or B&W 200x100 dpi if you selected one of the E-Mail options.

Storing a pause

Press **Pause** to insert a 3.5-second pause between numbers. You can press **Pause** as many times as needed to increase the length of the pause.

One Touch and Speed Dial Storage Options

The following chart shows the selections for the settings for One Touch and Speed Dial numbers.

When you store numbers, the LCD instructs you to choose from the options shown in the following steps.

Step 1 Enter One Touch or Speed Dial Location	Step 2 Enter Name	Step 3 Select Registration Type	Step 4 Enter Number or E-mail Address	Step 5 Select Resolution	Step 6 Select File type
One Touch or Speed Dial	Enter the name you want to store or Press OK	Fax	Enter the Fax Number	Standard, Fine, S.Fine, Photo	-
		IFAX	Enter the E-mail Address	Standard, Fine, Photo	-
		E-Mail B&W PDF		300 dpi, 200 dpi, 200 x 100 dpi	PDF, PDF/A, Secure PDF, Signed PDF
		E-Mail B&W TIFF		300 dpi, 200 dpi, 200 x 100 dpi	-
		E-Mail Color PDF		100 dpi, 200 dpi, 300 dpi, 600 dpi, Auto	PDF, PDF/A, Secure PDF, Signed PDF
		E-Mail Color JPEG		100 dpi, 200 dpi, 300 dpi, 600 dpi, Auto	-
		E-Mail Color XPS		100 dpi, 200 dpi, 300 dpi, 600 dpi, Auto	-
		E-Mail Gray PDF		100 dpi, 200 dpi, 300 dpi, Auto	PDF, PDF/A, Secure PDF, Signed PDF
		E-Mail Gray JPEG		100 dpi, 200 dpi, 300 dpi, Auto	-
		E-Mail Gray XPS		100 dpi, 200 dpi, 300 dpi, Auto	-



Note

- PDF/A is a PDF file format intended for long-term archiving. This format contains all the necessary information to be able to reproduce the document after long-term storage.
- Secure PDF is a PDF file format that has been password-protected.
- Signed PDF is a PDF file format that helps prevent data tampering and the impersonation of an author by including a digital certificate within the document. If you choose Signed PDF, you must install a certificate on your machine using Web Based Management.
Choose **Signed PDF** from **Administrator** in Web Based Management. (How to install a certificate ➤➤ Network User's Guide)

Storing One Touch Dial numbers

- 1 Press the **Quick Dials** key on the control panel.
- 2 Press the Quick Dial button where you want to store the One Touch number or E-mail address.

Quick Dials		*17 - *32	Edit	✖
#01	ELEANOR	*05	*09	*13
#02	GEORGE	*06	*10	*14
#03		*07	*11	*15
#04		*08	*12	*16

To select One Touch numbers 17 to 32, press ***17 - *32** and then press the Quick Dial button where you want to store the One Touch number.

If a number or E-mail address is not stored there, the LCD shows

Not Registered

Register Now?.

Press Yes.

Or, you can use the Touchscreen buttons by pressing (Address Book), Edit and

Set One Touch Dial, and then enter the number of the One Touch button where you want to store the number or E-mail address. Press OK.



Note

If the Quick Dial button you choose is already taken, the **OK** button on the Touchscreen will not work. Choose a different number.

- 3 Do one of the following:

- Enter the name (up to 15 characters) by pressing the buttons on the Touchscreen. See *Entering text* ➤ page 167 to help you enter letters.

Press **OK**.

- Press **OK** to store the number or E-mail address without a name.

- 4 Press **◀** or **▶** to select

Fax,
IFAX,
E-Mail B&W PDF,
E-Mail B&W TIFF,
E-Mail Color PDF,
E-Mail Color JPEG,
E-Mail Color XPS,
E-Mail Gray PDF,
E-Mail Gray JPEG,
E-Mail Gray XPS.

- 5 Enter the telephone, fax number (up to 20 characters each) or E-mail address (up to 60 characters each). See *Entering text* ➤ page 167 to help you enter letters.

Press **OK**.



Note

- If you selected an E-mail Registration Type in step ④ and save the E-mail address, you can only use the E-mail address when you are in Scan mode.
- If you selected the IFAX Registration Type in step ④ and save the E-mail address, you can only use the E-mail address when you are in Fax mode.

- 6** To save a fax/scan resolution along with the fax number/E-mail address, go to the appropriate step as shown in the following table.

Option selected in step 4	Go to step
Fax	7
IFAX	8
E-Mail B&W PDF	9
E-Mail B&W TIFF	
E-Mail Color PDF	10
E-Mail Color JPEG	
E-Mail Color XPS	
E-Mail Gray PDF	11
E-Mail Gray JPEG	
E-Mail Gray XPS	

Note

- When you do a broadcast and you have saved a scan profile along with the number or E-mail address, the scan profile of the One Touch, Speed Dial or Group number you chose *first* will be applied to the broadcast.
- Details about the file format >> Software User's Guide: *Using the Scan key*

7 Select the resolution from Standard, Fine, S.Fine or Photo and go to step **13**.

8 Select the resolution from Standard, Fine or Photo and go to step **13**.

9 Select the resolution from 300 dpi, 200 dpi or 200 x 100 dpi.

- If you chose E-Mail B&W PDF, go to step **12**.
- If you chose E-Mail B&W TIFF, go to step **13**.

10 Select the resolution from 100 dpi, 200 dpi, 300 dpi, 600 dpi or Auto.

- If you chose E-Mail Color PDF, go to step **12**.
- If you chose E-Mail Color JPEG or E-Mail Color XPS, go to step **13**.

11 Select the resolution from 100 dpi, 200 dpi, 300 dpi or Auto.

- If you chose E-Mail Gray PDF, go to step **12**.
- If you chose E-Mail Gray JPEG or E-Mail Gray XPS, go to step **13**.

12 Select the PDF type from PDF, PDF/A, Secure PDF or Signed PDF that will be used to send to your PC.

Note

If you choose Secure PDF, the machine will ask you to enter a four-digit password using numbers 0-9 before it starts scanning.

13 When the LCD displays your settings, press OK to confirm.

14 Press Stop/Exit.

Storing Speed Dial numbers

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys (for example: press  (Address Book), the number you want to call and Send a fax). The machine can store 300 Speed Dial numbers (001-300).

- 1 Press  (Address Book).
- 2 Press Edit.
- 3 Press Set Speed Dial.
- 4 Do one of the following:
 - Enter the name (up to 15 characters) by pressing the buttons on the Touchscreen. See *Entering text* ➤ page 167 to help you enter letters.
Press OK.
 - Press OK to store the number or E-mail address without a name.
- 5 Press **◀** or **▶** to select Fax, IFAX, E-Mail B&W PDF, E-Mail B&W TIFF, E-Mail Color PDF, E-Mail Color JPEG, E-Mail Color XPS, E-Mail Gray PDF, E-Mail Gray JPEG, E-Mail Gray XPS.

- 6 Enter the telephone, fax number (up to 20 characters each) or E-mail address (up to 60 characters each). See *Entering text* ➤ page 167 to help you enter letters.

Press OK.



Note

- If you selected an E-mail Registration Type in step 5 and save the E-mail address, you can only use the E-mail address when you are in Scan mode.
- If you selected the IFAX Registration Type in step 5 and save the E-mail address, you can only use the E-mail address when you are in Fax mode.

- 7 To save a fax/scan resolution along with the fax number/E-mail address, go to the appropriate step as shown in the following table.

Option selected in step 5	Go to step
Fax	8
IFAX	9
E-Mail B&W PDF	10
E-Mail B&W TIFF	
E-Mail Color PDF	
E-Mail Color JPEG	11
E-Mail Color XPS	
E-Mail Gray PDF	
E-Mail Gray JPEG	12
E-Mail Gray XPS	



Note

- When you do a broadcast and you have saved a scan profile along with the number or E-mail address, the scan profile of the One Touch, Speed Dial or Group number you chose *first* will be applied to the broadcast.
- Details about the file format ➤ Software User's Guide: *Using the Scan key*

- 8 Select the resolution from Standard, Fine, S.Fine or Photo and go to step 14.
- 9 Select the resolution from Standard, Fine or Photo and go to step 14.
- 10 Select the resolution from 300 dpi, 200 dpi or 200 x 100 dpi.
 - If you chose E-Mail B&W PDF, go to step 13.
 - If you chose E-Mail B&W TIFF, go to step 14.
- 11 Select the resolution from 100 dpi, 200 dpi, 300 dpi, 600 dpi or Auto.
 - If you chose E-Mail Color PDF, go to step 13.
 - If you chose E-Mail Color JPEG or E-Mail Color XPS, go to step 14.
- 12 Select the resolution from 100 dpi, 200 dpi, 300 dpi or Auto.
 - If you chose E-Mail Gray PDF, go to step 13.
 - If you chose E-Mail Gray JPEG or E-Mail Gray XPS, go to step 14.
- 13 Select the PDF type from PDF, PDF/A, Secure PDF or Signed PDF that will be used to send to your PC.

**Note**

If you choose Secure PDF, the machine will ask you to enter a four-digit password using numbers 0-9 before it starts scanning.

- 14 Enter a three-digit Speed Dial location number (001-300).
Press OK.
- 15 When the LCD displays your settings, press OK to confirm.
- 16 Press Stop/Exit.

Changing or Deleting One Touch and Speed Dial numbers

You can change or delete a One Touch or Speed Dial number that has already been stored.

If the stored number has a scheduled job, such as a delayed fax or a fax forwarding number, it will be dimmed on the LCD. You cannot select the number to make changes or to delete it unless you first cancel the scheduled job. (See Advanced User's Guide: *Checking and canceling waiting jobs*.)

- 1 Press (Address Book).
- 2 Press Edit.
- 3 Do one of the following:
 - Press Change to edit the name, number or E-mail address and go to step 4.
 - Press Delete to delete all information in a Speed Dial or One Touch number.
Select the number you want to delete by pressing it to display a red check mark.
Press OK.
When Erase This Data? appears, press Yes to accept it.
Go to step 8.
- 4 Press ▲ or ▼ to display the number you want to change.
Press the number you want to change.

**Note**

One Touch Dial numbers begin with *. Speed Dial numbers begin with #.

- 5 Press Name:
Number/Address:
Resolution: or
PDF Type:

6 Do one of the following:

- If you chose Name :, enter the name (up to 15 characters) by pressing the buttons on the Touchscreen.

Press OK.

- If you chose Number/Address :, enter the new number (up to 20 digits) or E-mail address (up to 60 digits) by pressing the buttons on the Touchscreen.

Press OK.

- If you chose Resolution :, press one of the available resolution options displayed on the Touchscreen.

- If you chose PDF Type :, press one of the available file type options displayed on the Touchscreen.

**Note**

How to change the stored name or number:

If you want to change a character, press ◀ or ▶ to position the cursor under the character you want to change, and then press [x]. Re-enter the character.

The LCD will display your new setting.

7 Do one of the following:

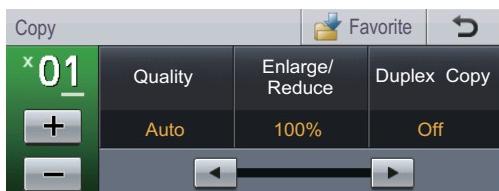
- When you are finished making changes, press OK.
- To change more details, go to step 6.

8 Press Stop/Exit.

How to copy

The following steps show the basic copy operation.

- 1 When you want to make a copy, press the **Copy** button on the Touchscreen.
■ The LCD shows:



You can enter the number of copies you want by pressing the + and - buttons on the Touchscreen.

- 2 Do one of the following to load your document:
 - Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* ➤ page 25.)
 - Load your document *face down* on the scanner glass. (See *Using the scanner glass* ➤ page 26.)
- 3 Press **Start**.

Stop copying

To stop copying, press **Stop/Exit**.

Copy settings

Press **Copy** and then press **◀** or **▶** to choose the setting you want.

You can change the following copy settings:
(Basic User's Guide)

For details about changing the following settings, Paper Settings ➤ pages 17 – 18:

- Tray Setting (Paper Size and Type)
- Tray Use: Copy

(Advanced User's Guide)

For details about changing the following settings ➤ Advanced User's Guide: *Copy settings*:

- Quality
- Enlarge/Reduce
- Duplex Copy
- Tray Use
- Brightness
- Contrast
- Stack/Sort
- Page Layout
- 2in1 (ID) (Page Layout)
- Set New Default
- Factory Reset
- Favorite Settings

Printing data from a USB Flash memory drive or digital camera supporting mass storage

With the Direct Print feature, you do not need a computer to print data. You can print by just plugging your USB Flash memory drive into the machine's USB direct interface. You can also connect and print directly from a camera set to USB mass storage mode.

You can use a USB Flash Memory Drive that has the following specifications:

USB Class	USB Mass Storage Class
USB Mass Storage Class	SCSI or SFF-8070i
Transfer protocol	Bulk transfer Only
Format ¹	FAT12/FAT16/FAT32
Sector size	Max. 4096 Byte
Encryption	USB Flash Memory Drive does not secure itself.

¹ NTFS format is not supported.



- Some USB Flash memory drives may not work with the machine.
- If your camera is in PictBridge mode, you cannot print data. Please refer to the documentation supplied with your camera to switch from PictBridge mode to mass storage mode.

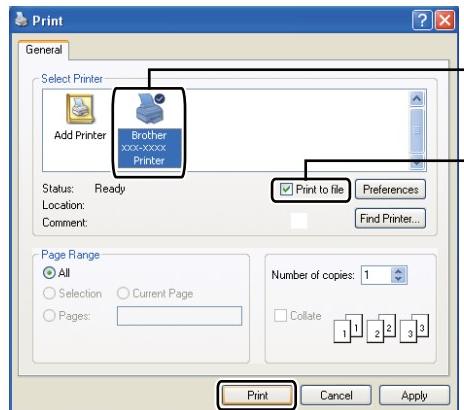
Creating a PRN file for direct printing



Note

The screens in this section may vary depending on your application and operating system.

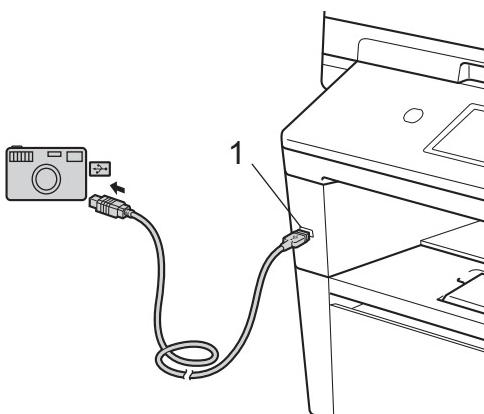
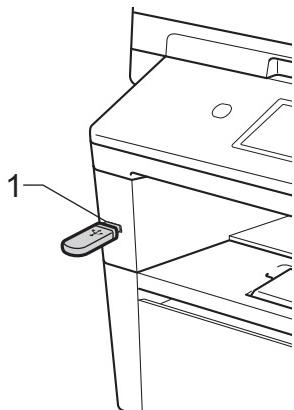
- 1 From the menu bar of an application, click **File**, then **Print**.
- 2 Choose **Brother MFC-XXXX Printer** (1) and check the **Print to file** box (2). Click **Print**.



- 3 Choose the folder you want to save the file to and enter the file name if you are prompted to. If you are prompted for a file name only, you can also specify the folder you want to save the file in by entering the directory name. For example: C:\Temp\FileName.prn
If you have a USB Flash memory drive or digital camera connected to your computer, you can save the file directly to the USB Flash memory drive.

Printing data directly from the USB Flash memory drive or digital camera supporting mass storage

- 1 Connect your USB Flash memory drive or digital camera to the USB direct interface (1) on the front of the machine. The LCD will automatically show the USB memory menu to confirm the intended use of the USB Flash memory drive or digital camera.



Note

- Make sure your digital camera is turned on.
- Your digital camera must be switched from PictBridge mode to mass storage mode.
- If an error occurs, the USB memory menu will not appear on the LCD.
- When the machine is in Deep Sleep mode, the LCD does not show any information even if you connect a USB flash memory drive to the USB direct interface. Press the Touchscreen or any key to wake up the machine. Press **Direct Print** on the Touchscreen, the LCD will show the USB memory menu.

- 2 Press **Direct Print**.

Note

If your machine has been set to Secure Function Lock On, you may not be able to access Direct Print. (See Advanced User's Guide: *Switching Users*.)

- 3 Press **▲** or **▼** to choose the folder name and file name you want to print. If you have chosen the folder name, press **▲** or **▼** to choose the file name you want to print.

Note

If you want to print an index of the files, press **Index Print** on the Touchscreen. Press **Start** to print the data.

- 4 Enter the number of copies you want by pressing the + and - buttons on the Touchscreen.

5 Do one of the following:

- Press Print Settings. Go to step 6.
- If you do not want to change the current default settings, go to step 8.

6 Press ▲ or ▼ to display an option setting you want to change.
Press the option and change the setting.



Note

- You can choose the following settings:
 - Paper Size
 - Paper Type
 - Multiple Page
 - Orientation
 - Duplex
 - Collate
 - Tray Use
 - Print Quality
 - PDF Option
- Depending on the file type, some of these settings may not appear.

7 Do one of the following:

- If you want to change other option settings, repeat step 6.
- If you do not want to change any other options, press **OK** and go to step 8.

8 Press **Start** to print the data.

9 Press **Stop/Exit**.

! Important

- To prevent damage to your machine, DO NOT connect any device other than a digital camera or USB Flash memory drive to the USB direct interface.
- DO NOT remove the USB Flash memory drive or digital camera from the USB direct interface until the machine has finished printing.

Changing the default settings for direct print

You can change the default settings for Direct Print.

- 1 Connect your USB Flash memory drive or digital camera to the USB direct interface on the front of the machine.
- 2 Press Direct Print on the LCD.
- 3 Press Default Settings.
- 4 Press ▲ or ▼ to display the setting you want to change.
Press the setting.
- 5 Press the new option you want. Repeat steps 4 to 5 for each setting you want to change.



Note

How to display all available options:
When the LCD displays the **◀** and **▶** buttons, press **◀** or **▶** to display all available options.

- 6 Press **Stop/Exit**.

Printing a document

The machine can receive data from your computer and print it. To print from a computer, you must install the printer driver.

(See Software User's Guide: *Printing for Windows®* or *Printing and Faxing for Macintosh*.)

- 1 Install the Brother printer driver from the Installer CD-ROM. (See Quick Setup Guide.)
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties** (or Preferences, depending on the application you are using).
 - 4 Choose the settings you want in the **Properties** dialog box, and then click **OK**.
 - **Paper Size**
 - **Orientation**
 - **Copies**
 - **Media Type**
 - **Resolution**
 - **Print Settings**
 - **Multiple Page**
 - **Duplex / Booklet**
 - **Paper Source**
 - 5 Click **OK** to begin printing.

Scanning a document as a PDF file using ControlCenter4 (Windows®)

(For Macintosh users >> Software User's Guide: *Scanning*)

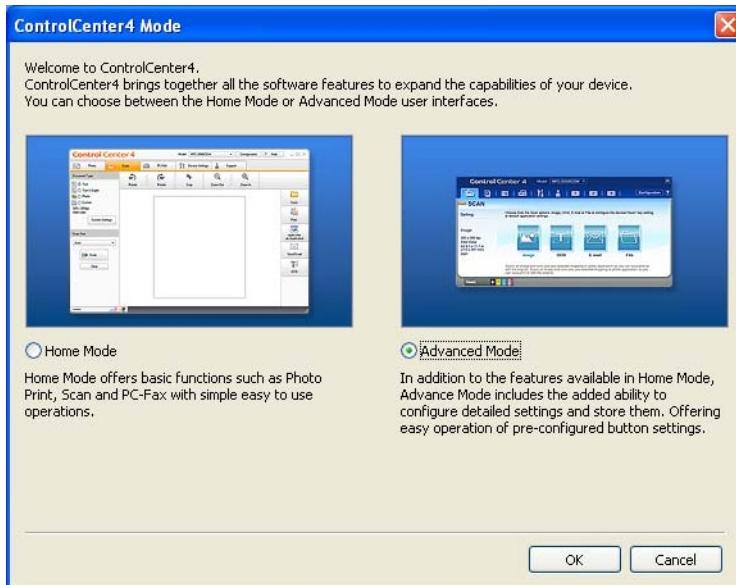


Note

The screens on your PC may vary depending on your model.

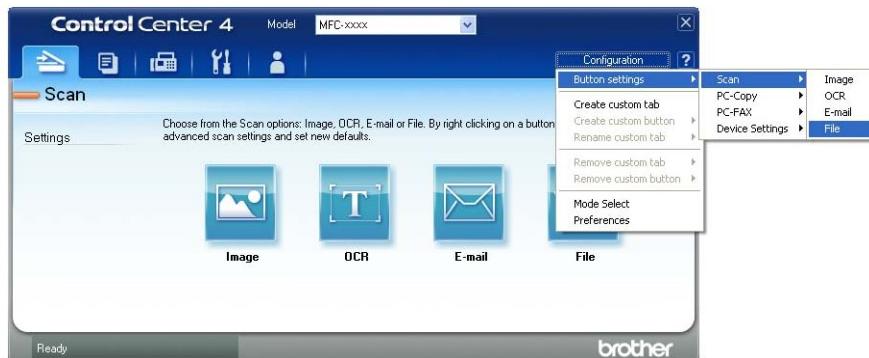
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

- 1 Load your document. (See *How to load documents* >> page 25.)
- 2 Open ControlCenter4 by clicking **Start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 3 Choose **Home Mode** or **Advanced Mode** before you use ControlCenter4 and then click **OK**.

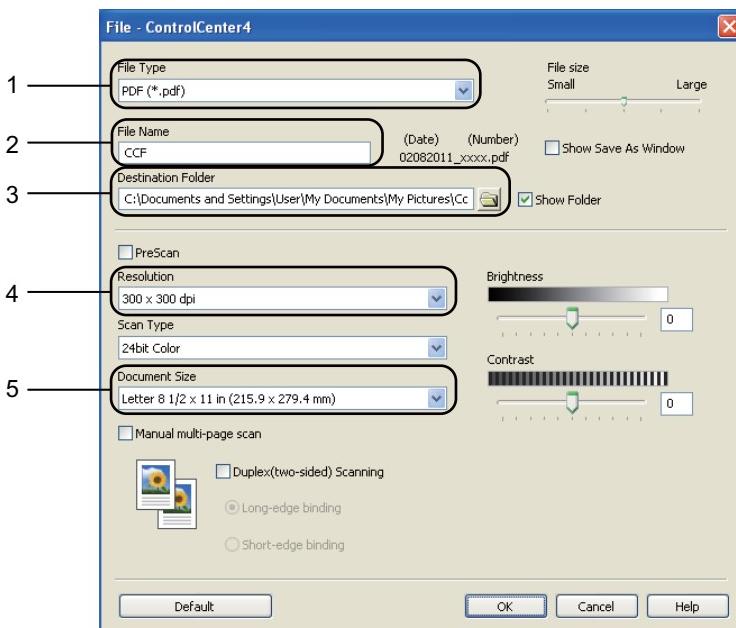


- 4 Make sure the machine you want to use is selected from the **Model** pull-down list.

- 5 Set the scanning configuration.
Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



The configuration dialog box appears. You can change the default settings.

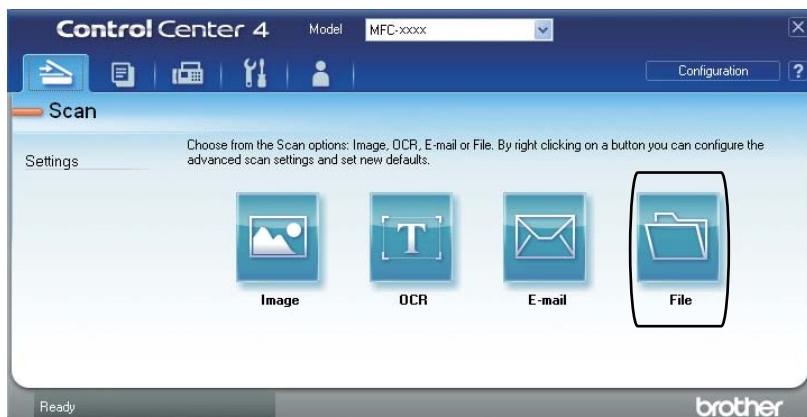


- 1 Confirm that **PDF (*.pdf)** is selected from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  (**Browse**) button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the **Document Size** pull-down list.

- 6 Click **OK**.

7 Click **File**.

The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



Changing the Scan button settings

Before scanning

To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

- Install the scanner drivers from the Installer CD-ROM. (See Quick Setup Guide.)
- Configure the machine with a TCP/IP address if network scanning does not work. (See Software User's Guide: *Configuring Network Scanning (Windows®)*.)

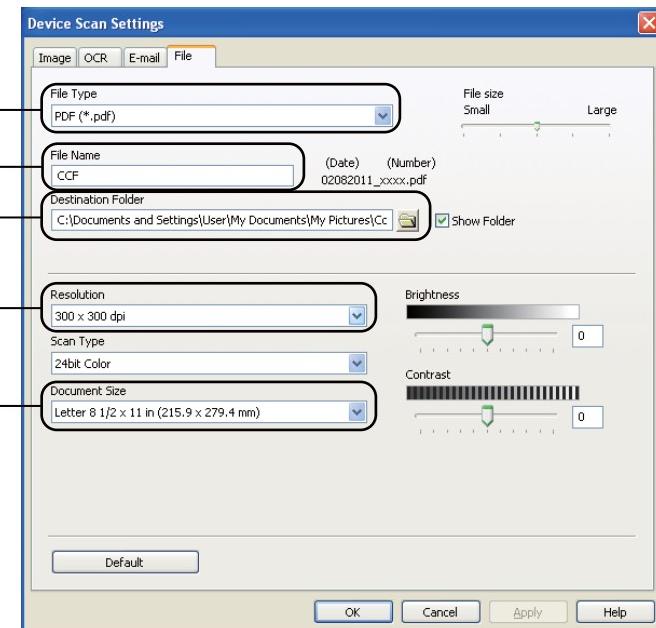
Scan button settings

You can change your machine's Scan button settings using ControlCenter4.

- 1 Open ControlCenter4 by clicking **Start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 2 Make sure the machine you want to use is selected from the **Model** pull-down list.
- 3 Click the **Device Settings** tab.
- 4 Click **Device Scan Settings**.



- 5 Choose the **File** tab. You can change the default settings.



- 1 You can choose the file type from the pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  (Browse) button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the **Document Size** pull-down list.

- 6 Click **OK**.

Scanning using the Scan button

1 Load your document. (See *How to load documents* >> page 25.)

2 Press Scan.

3 Press Scan to PC.

4 Press File.

5 (For Network users)

Press ▲ or ▼ to choose the destination computer you want to send to.

Press OK.

If the LCD prompts you to enter a PIN number, enter the 4-digit PIN number for the destination computer using the dial pad on the control panel.

Press OK.

6 Do one of the following:

■ If you want to change the duplex setting, press Duplex Scan. Then press Off, DuplexScan : LongEdge or DuplexScan : ShortEdge.

■ To start scanning without changing additional settings, go to step 7.

7 Press Start.

The machine starts the scanning process.



Note

The following scan modes are available.

Scan to:

- USB
- Network (Windows®)
- FTP
- E-mail (Server)
- E-Mail (Scan to PC)
- Image (Scan to PC)
- OCR (Scan to PC)
- File (Scan to PC)
- Web Service¹ (Web Services Scan)

¹ Windows® users only. (Windows Vista® SP2 or later and Windows® 7)

(See Software User's Guide: *Using Web Services for scanning on your network* (Windows Vista® SP2 or greater and Windows® 7).)

A

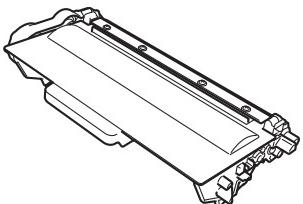
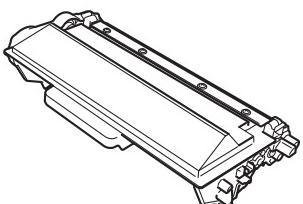
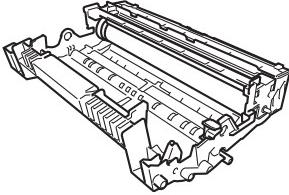
Routine maintenance

Replacing the consumable items

The following messages appear on the LCD in the Ready mode. These messages provide advanced warnings to replace the consumable items before they reach the end of their life. To avoid any inconvenience, you may want to buy spare consumable items before the machine stops printing.



The drum unit and toner cartridge are two separate parts.

Toner cartridge	Drum unit
<p>See <i>Replacing the toner cartridge</i> >> page 67. Order No. TN-720, TN-750, TN-780</p> <p>TN-720, TN-750</p>  <p>TN-780</p> 	<p>See <i>Replacing the drum unit</i> >> page 75. Order No. DR-720</p> 

LCD messages	Consumable item to get ready	Approximate life	How to replace	Order No.
Toner Low Prepare New Toner Cartridge.	Toner cartridge	3,000 pages ^{1 2 3} 8,000 pages ^{1 2 4} 12,000 pages ^{1 2 5}	See page 67.	TN-720 ³ TN-750 ⁴ TN-780 ⁵

¹ Letter or A4 size single-sided pages.

² Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

³ Standard toner cartridge

⁴ High yield toner cartridge

⁵ Super high yield toner cartridge

You will need to clean the machine regularly and replace the consumable items when the following messages are displayed on the LCD.

LCD messages	Consumable item to replace	Approximate life	How to replace	Order No.
Replace Toner	Toner cartridge	3,000 pages ^{1 2 5} 8,000 pages ^{1 2 6} 12,000 pages ^{1 2 7}	See page 67.	TN-720 ⁵ TN-750 ⁶ TN-780 ⁷
Replace Parts Drum Unit	Drum unit	30,000 pages ^{1 3 4}	See page 76.	DR-720
Drum Stop				

¹ Letter or A4 size single-sided pages.

² Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

³ 1 page per job.

⁴ Drum life is approximate and may vary by type of use.

⁵ Standard toner cartridge

⁶ High yield toner cartridge

⁷ Super high yield toner cartridge

Note

- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life for each of the toner cartridges is based on ISO/IEC 19752. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

Replacing the toner cartridge

Order No. TN-720, TN-750, TN-780

The Standard toner cartridge can print approximately 3,000 pages¹. The High Yield toner cartridge can print approximately 8,000 pages¹. The Super High Yield toner cartridge can print approximately 12,000 pages¹. Actual page count will vary depending on your average type of document.

When the toner cartridge is running low, the LCD shows Toner Low.

The toner cartridge that comes supplied with the machine will need to be replaced after approximately 3,000 pages.¹

¹ Approx. cartridge yield is declared in accordance with ISO/IEC 19752.



Note

- It is a good idea to keep a new toner cartridge ready for use when you see the Toner Low warning.
- To ensure high quality printing, we recommend that you use only Genuine Brother Brand toner cartridges. When you want to buy toner cartridges, please call Brother Customer Service.
- If you print graphics, bold text, charts, Web pages with borders, and other types of printouts that consist of more than simple text, the amount of toner used will increase.
- We recommend that you clean the machine when you replace the toner cartridge. (See Advanced User's Guide: *Cleaning and checking the machine*).
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

Toner Low

If the LCD shows Toner Low, buy a new toner cartridge and have it ready before you get a Replace Toner message.

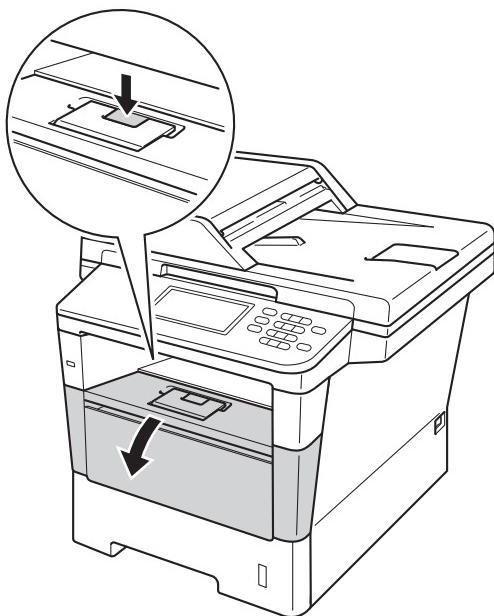
Replace Toner

When the LCD shows Replace Toner the machine will stop printing until you replace the toner cartridge.

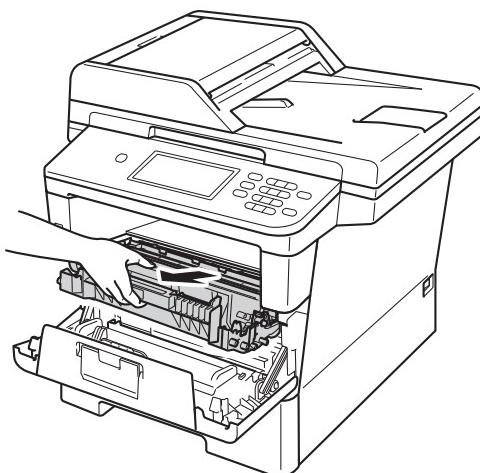
A new genuine Brother toner cartridge will reset the Replace Toner mode.

Replacing the toner cartridge

- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Press the front cover release button and then open the front cover.



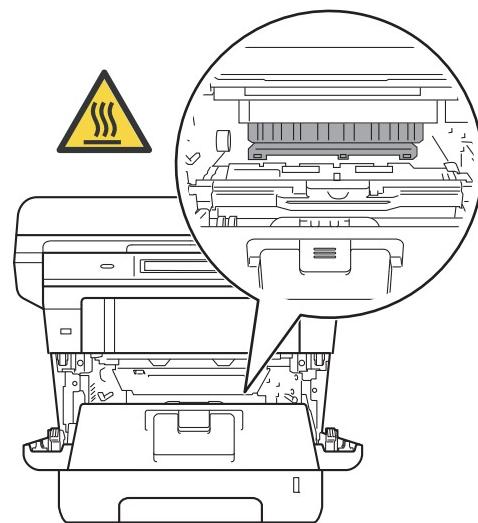
- 3 Take out the drum unit and toner cartridge assembly.



WARNING

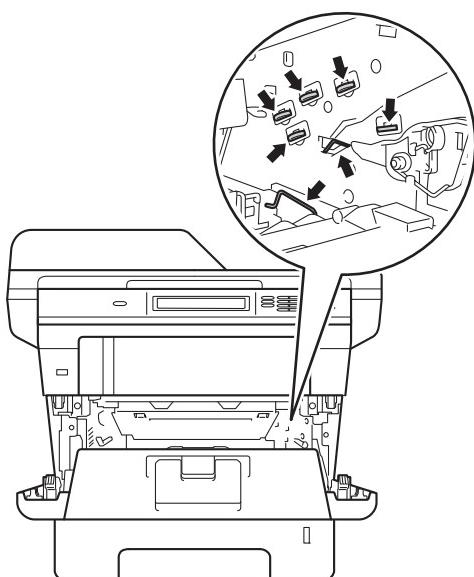
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

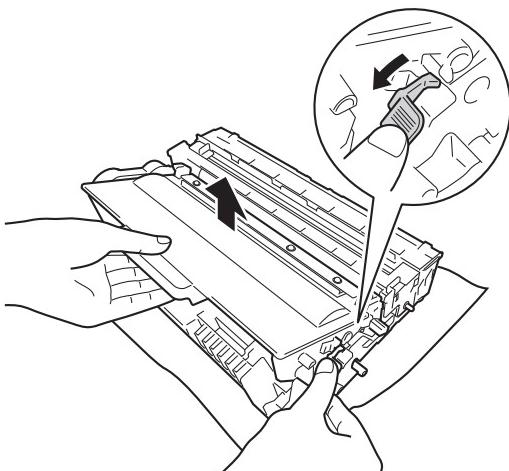


! Important

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a piece of disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- 4 Push down the green lock lever and take the toner cartridge out of the drum unit.



! WARNING



- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

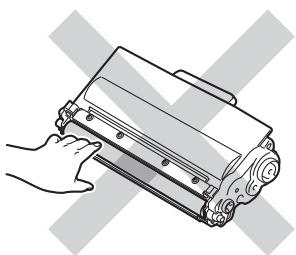
(See Product Safety Guide: *To use the product safely.*)



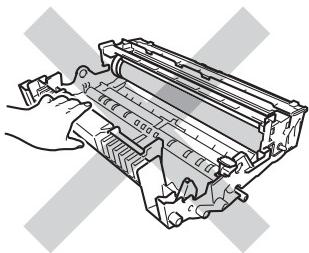
! Important

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>



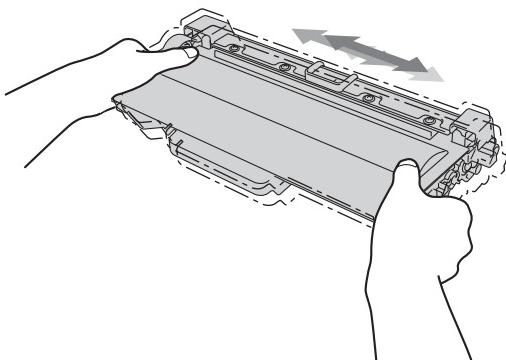
- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

Note

- Be sure to seal up the used toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- Go to http://www.brother.com/original_index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

5

- Unpack the new toner cartridge. Hold the cartridge level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.

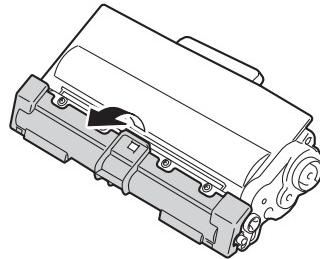


! Important

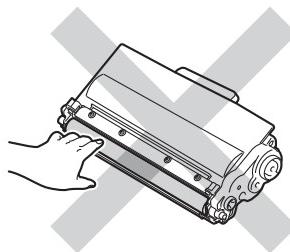
- Wait to unpack the new toner cartridge until immediately before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother strongly recommends that you DO NOT refill the toner cartridge provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement toner cartridges. Use or attempted use of third party toner and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. In addition, use of third party toner and/or cartridges may trigger incorrect status messages, cause the printer to stop prematurely or otherwise malfunction. Our limited warranty coverage does not apply to any problem that is caused by the use of third party toner and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

6

Pull off the protective cover.

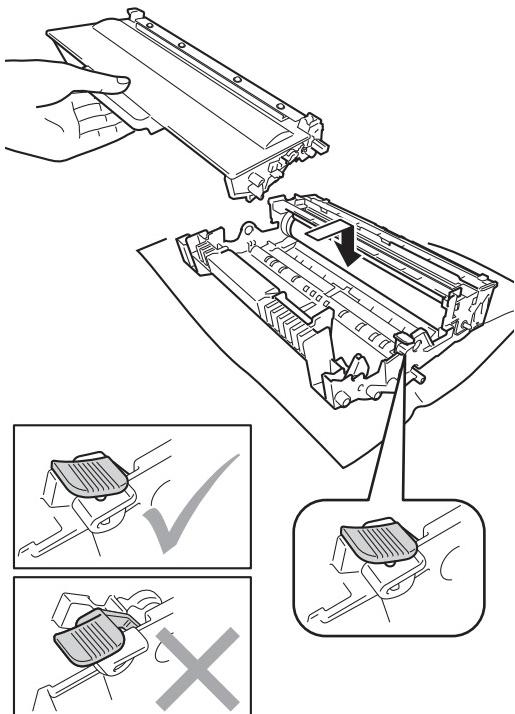
**! Important**

Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, DO NOT touch the shaded parts shown in the illustrations.



A

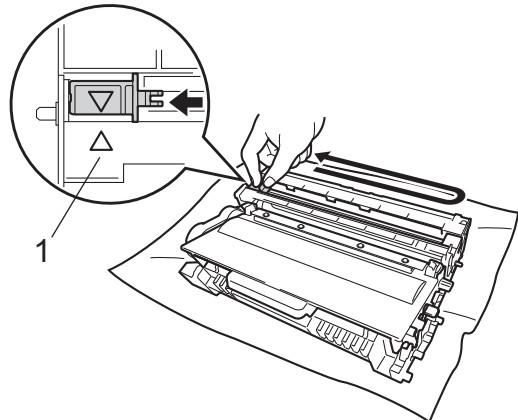
- 7** Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in correctly, the green lock lever on the drum unit will lift automatically.



Note

Make sure that you put in the toner cartridge correctly or it may separate from the drum unit.

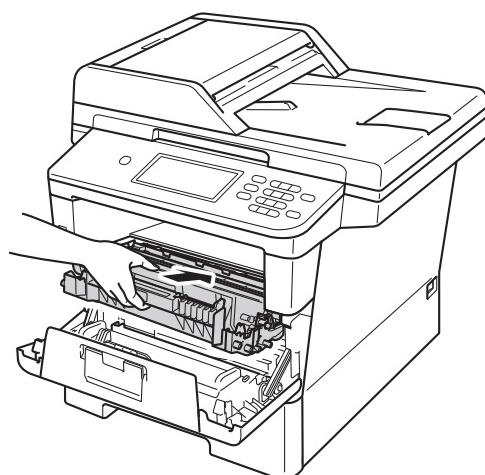
- 8** Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the tab to the home position (Δ) (1). If you do not, printed pages may have a vertical stripe.

- 9** Put the drum unit and toner cartridge assembly back into the machine.



- 10 Close the front cover of the machine.



Note

After you replace a toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD clears the Please Wait message and returns to Ready mode.

Cleaning the corona wire

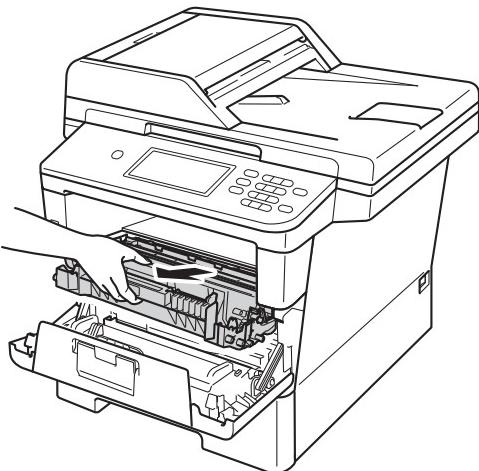
If you have print quality problems or the LCD shows Drum Error, clean the corona wire as follows:

- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Press the front cover release button and then open the front cover.



A

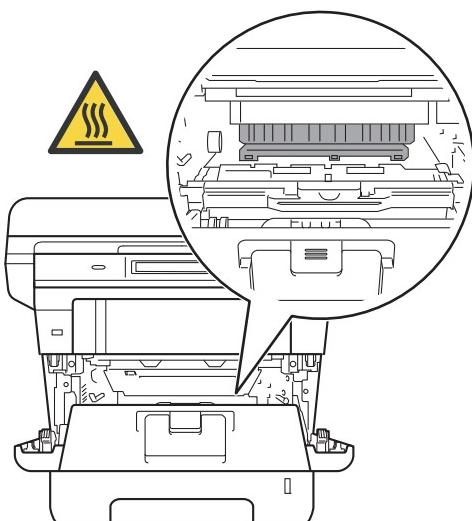
- 3 Take out the drum unit and toner cartridge assembly.



WARNING

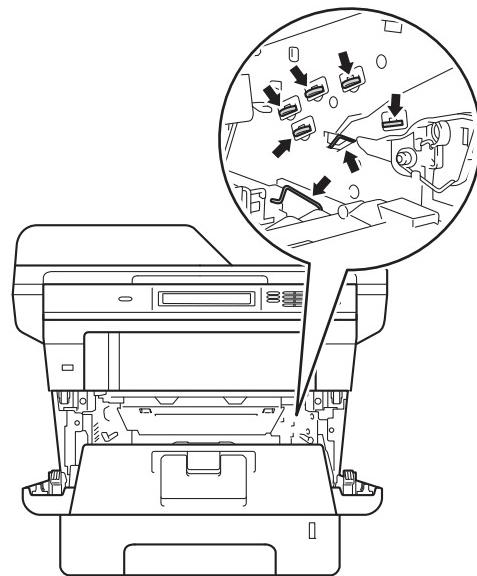


After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

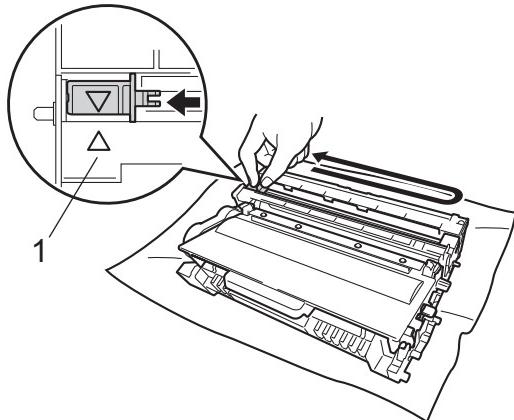


! Important

- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the drum unit and toner cartridge assembly carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



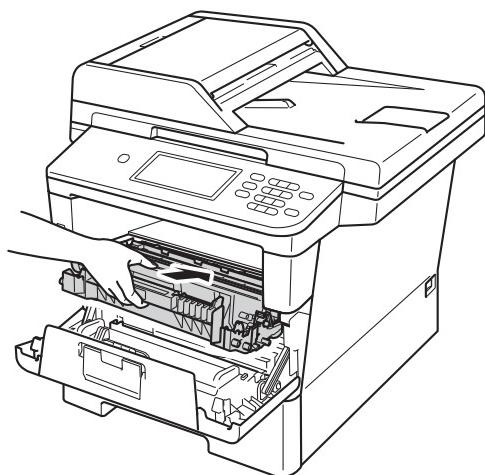
- 4 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



Note

Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

- 5 Put the drum unit and toner cartridge assembly back into the machine.



- 6 Close the front cover of the machine.

Replacing the drum unit

Order No. DR-720

A new drum unit can print approximately 30,000 Letter or A4 size single-sided pages.

Note

- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 30,000 pages. The actual number of pages that your drum will print may be significantly less than this estimate. Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.
- For best performance, use only genuine Brother toner. The machine should be used only in a clean, dust-free environment with adequate ventilation.
- Printing with a non-Brother drum unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage does not apply to problems caused by the use of a non-Brother drum unit.

Drum Error

The corona wire has become dirty. Clean the corona wire in the drum unit. (See *Cleaning the corona wire* >> page 73.)

If you cleaned the corona wire and Drum Error was not cleared then the drum unit is at the end of its life. Replace the drum unit with a new one.

A

Replace Parts

Drum Unit

The drum unit has exceeded its rated life. Please replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit. (See *Resetting the drum counter* ➤ page 80.)

Drum Stop

We cannot guarantee the print quality. Please replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

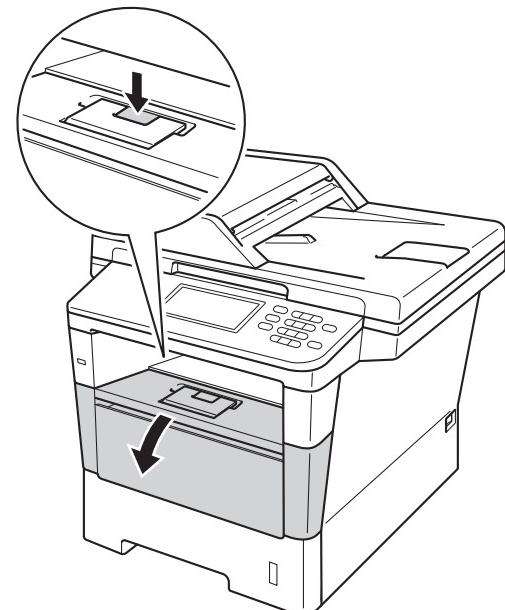
After replacement, reset the drum counter by following the instructions included with the new drum unit. (See *Resetting the drum counter* ➤ page 80.)

Replacing the drum unit

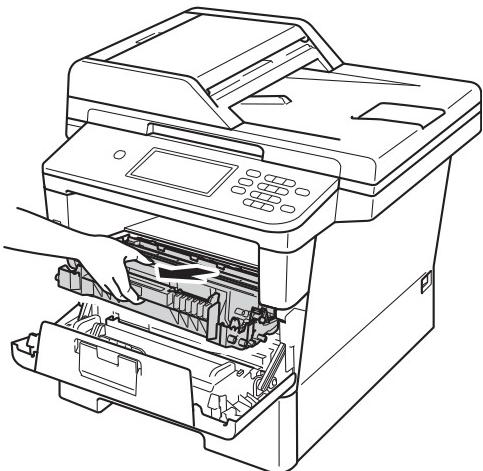
! Important

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- Every time you replace the drum unit, clean the inside of the machine. (See Advanced User's Guide: *Cleaning and checking the machine*.)
- Wait to unpack the new drum unit immediately before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Press the front cover release button and then open the front cover.



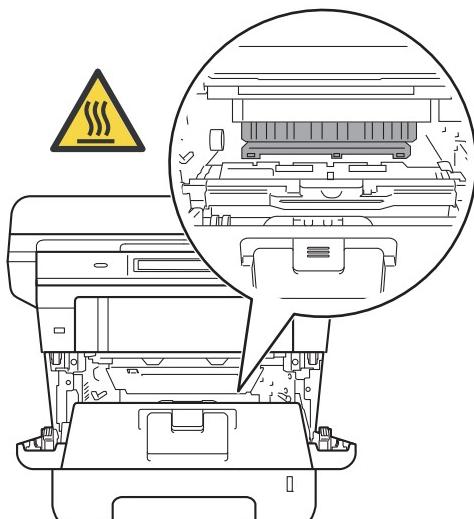
- 3 Take out the drum unit and toner cartridge assembly.



⚠️ WARNING

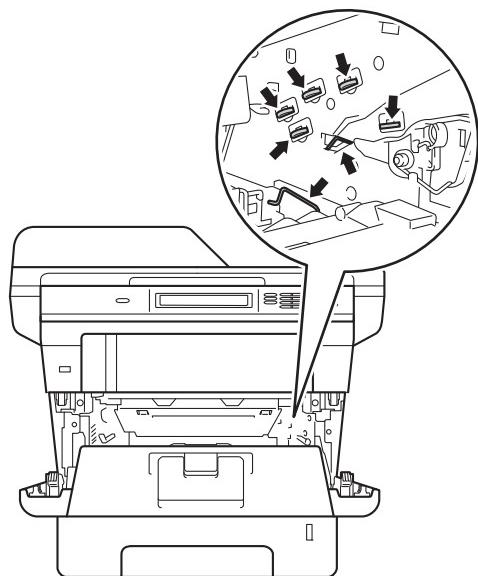
⚠️ HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

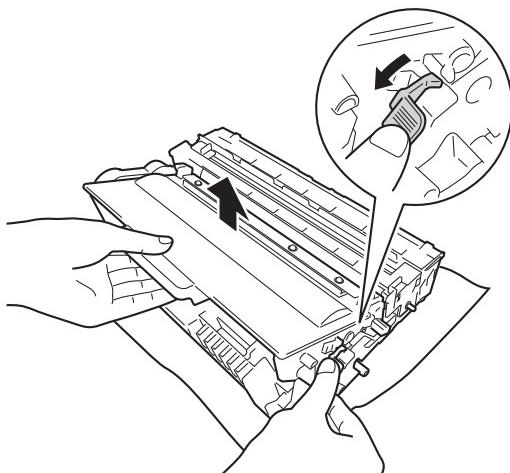


❗ Important

- We recommend that you place the drum unit and toner cartridge assembly on a clean, flat surface with a piece of disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- 4 Push down the green lock lever and take the toner cartridge out of the drum unit.



⚠️ WARNING



- DO NOT put a toner cartridge or a toner cartridge and drum unit assembly into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the product. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

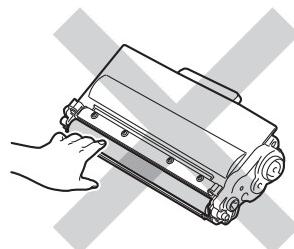
(See Product Safety Guide: *To use the product safely.*)



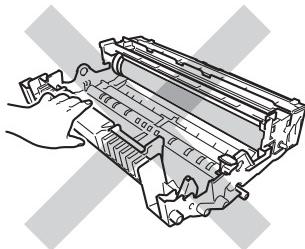
⚠️ Important

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

<Toner cartridge>



<Drum unit>



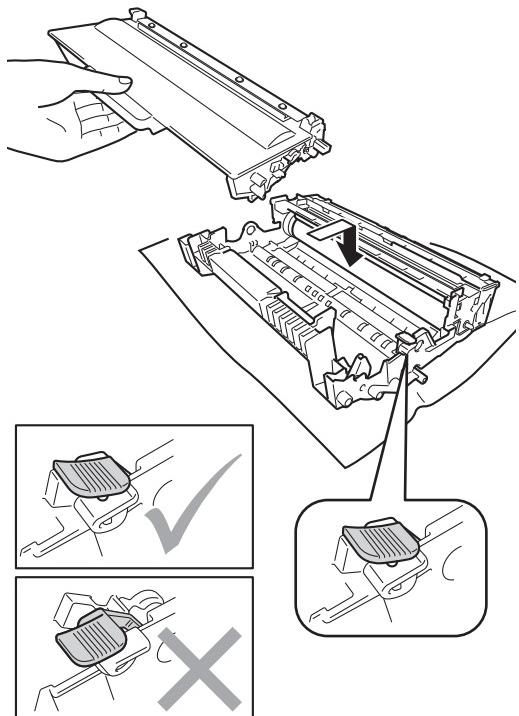
- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

 **Note**

- Be sure to seal up the used drum unit tightly in a suitable bag so that toner powder does not spill out of the drum unit.
- Go to <http://www.brother.com/original/index.html> for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

5 Unpack the new drum unit.**6**

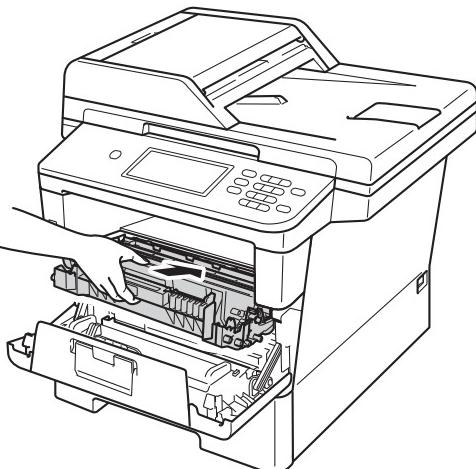
Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever will lift automatically.

 **Note**

Make sure that you put in the toner cartridge correctly or it may separate from the drum unit.

A

- 7 Put the drum unit and toner cartridge assembly back into the machine.



- 8 Close the front cover of the machine.

Resetting the drum counter

When you replace the drum unit with a new one, you need to reset the drum counter by completing the following steps.

! Important

Do not reset the drum counter when you only replace the toner cartridge.

- 1 Press **Stop/Exit** to interrupt the error temporarily.
- 2 Press **Menu**.
- 3 Press **▲** or **▼** to display **Machine Info..**
Press **Machine Info..**
- 4 Press **Reset Menu**.
- 5 Press **Drum**.
- 6 The machine will display **Reset Drum?.**
Press **Yes**.
- 7 Press **Stop/Exit**.

B

Troubleshooting

If you think there is a problem with your machine, check each of the items below first and follow the troubleshooting tips.

You can correct most problems by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com/>.

Identifying your problem

First, check the following:

- The machine's power cord is connected correctly and the machine's power switch is turned on.
If the machine does not turn on after connecting the power cord, see *Other difficulties* ►► page 114.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- LCD Messages
(See *Error and maintenance messages* ►► page 83.)

If you did not solve your problem with the above checks, identify your problem and then go to the page suggested below.

Paper handling and Printing problems:

- *Printing difficulties* ►► page 105
- *Paper handling difficulties* ►► page 106
- *Printing received faxes* ►► page 107

Telephone and Fax problems:

- *Telephone line or connections* ►► page 108
- *Handling incoming calls* ►► page 111
- *Receiving Faxes* ►► page 109
- *Sending faxes* ►► page 110

Copying problems:

- *Copying difficulties* ►► page 112

Scanning problems:

- *Scanning difficulties* ►► page 112

Software and Network problems:

- *Software difficulties* ►► page 112
- *Network difficulties* ►► page 113

Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown below.

You can correct most errors and perform routine maintenance by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

Visit us at <http://solutions.brother.com/>.

Error Message	Cause	Action
Access Denied	The function you want to use is restricted by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.
Access Error	The device is removed from the USB direct interface while the data is processing.	Press Stop/Exit . Reinsert the device and try to print with Direct Print.
Cartridge Error Put the Toner Cartridge back in.	The toner cartridge is not installed correctly.	Pull out the drum unit and toner cartridge assembly, take out the toner cartridge, and put it back into the drum unit again. Put the drum unit and toner cartridge assembly back in the machine.
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows Cooling Down, and Wait for a while.	Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open.	The front cover is not completely closed.	Close the front cover of the machine.

Error Message	Cause	Action
Cover is Open	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF cover is open while loading a document.	Close the ADF cover of the machine, then press Stop/Exit .
	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	<ul style="list-style-type: none"> ■ Close the fuser cover of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press Start. <p>(See <i>Paper is jammed at the back of the machine</i> >> page 95.)</p>
DIMM Error	<ul style="list-style-type: none"> ■ The DIMM is not installed correctly. ■ The DIMM is broken. ■ The DIMM does not meet the required specifications. 	<ul style="list-style-type: none"> ■ Turn off the machine and remove the DIMM. <p>(See Advanced User's Guide: <i>Installing extra memory</i>.)</p> <ul style="list-style-type: none"> ■ Confirm the DIMM meets the required specifications. <p>(See Advanced User's Guide: <i>Memory board</i>.)</p> <ul style="list-style-type: none"> ■ Re-install the DIMM correctly. Wait a few seconds, and then turn it on again. ■ If this error message appears again, replace the DIMM with a new one. <p>(See Advanced User's Guide: <i>Installing extra memory</i>.)</p>
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See <i>Document is jammed in the top of the ADF unit</i> >> page 91 or <i>Using the automatic document feeder (ADF)</i> >> page 25.
DR Mode in Use	The machine is set to Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off . (See <i>Turning off distinctive ring</i> >> page 41.)
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See <i>Cleaning the corona wire</i> >> page 73.)
	The toner cartridge is placed in the machine without the drum unit.	Put the toner cartridge into the drum unit, and then re-install the drum unit and toner cartridge assembly in the machine.
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> >> page 76.)

Error Message	Cause	Action
Duplex Disabled	The back of the machine is not closed completely.	Close the back cover of the machine.
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
	The fuser unit is too hot.	
Jam Duplex	The paper is jammed in the duplex tray or the fuser unit.	See <i>Paper is jammed in the duplex tray</i> ➤ page 102.
Jam Inside	The paper is jammed inside the machine.	See <i>Paper is jammed inside the machine</i> ➤ page 98.
	The toner cartridge is placed in the machine without the drum unit.	Put the toner cartridge into the drum unit, and then re-install the drum unit and toner cartridge assembly in the machine.
Jam MP	The paper is jammed in the MP tray of the machine.	See <i>Paper is jammed in the MP tray</i> ➤ page 93.
Jam Rear	The paper is jammed in the back of the machine.	See <i>Paper is jammed at the back of the machine</i> ➤ page 95.
Jam Tray 1 Jam Tray 2	The paper is jammed in the paper tray of the machine.	See <i>Paper is jammed in paper tray 1 or tray 2</i> ➤ page 94.
Limit Exceeded	The printing limit set by Secure Function Lock 2.0 was reached.	Contact your administrator to check your Secure Function Lock Settings.
Log Access Error	The machine could not access the print log file in the server.	Contact your administrator to check the Store Print Log to Network settings. For detailed information ➤ Network User's Guide: Store Print Log to Network
Manual Feed	Manual was selected as the paper source when there was no paper in the MP tray.	Place paper in the MP tray. If the machine is in Pause mode, press Start . (See <i>Loading paper in the multi-purpose tray (MP tray)</i> ➤ page 12.)
No HUB Support	A USB hub device is connected to the USB direct interface.	Disconnect the USB hub device from the USB direct interface.
No Paper	The machine is out of paper in the specified tray or all trays, or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none">■ Refill paper in the paper tray shown on the LCD. Make sure the paper guides are set to the correct size.■ Remove the paper and load it again. Make sure the paper guides are set to the correct size.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.

Error Message	Cause	Action
No Toner	The toner cartridge or the drum unit and toner cartridge assembly is not installed correctly.	<p>Remove the drum unit and toner cartridge assembly, remove the toner cartridge from the drum unit, and re-install the toner cartridge back into the drum unit again. Re-install the drum unit and toner cartridge assembly back in the machine. If the problem continues, replace the toner cartridge.</p> <p>(See <i>Replacing the toner cartridge</i> ➤ page 67.)</p>
No Tray	The standard paper tray is not installed or not installed correctly.	Re-install the standard paper tray.
Out of Memory	<p>The machine's memory is full.</p> <p>Fax sending or copy operation in progress</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Press Start to send or copy the scanned pages. ■ Press Stop/Exit and wait until the other operations in progress finish, and then try again. ■ Clear the faxes from the memory. <p>Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory.</p> <p>(See Advanced User's Guide: <i>Printing a fax from the memory</i> and <i>Fax Storage</i>.)</p> <ul style="list-style-type: none"> ■ Add optional memory. <p>(See Advanced User's Guide: <i>Memory board</i>.)</p> <p>Print operation in process</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Reduce the print resolution. <p>(See Software User's Guide: <i>Printing</i> (for Windows®) or <i>Printing and Faxing</i> (for Macintosh).)</p> <ul style="list-style-type: none"> ■ Clear the faxes from the memory. <p>(See the above explanation.)</p> <ul style="list-style-type: none"> ■ Add more memory. <p>(See Advanced User's Guide: <i>Memory board</i>.)</p>	

Error Message	Cause	Action
Out of Memory Secure Print Data is full. Press Stop Key and delete the previously stored data.	The machine's memory is full.	Press Stop/Exit and delete the previously stored secure print data.
Print Unable XX	The machine has a mechanical problem.	<p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Turn the power switch off, wait a few minutes, and then turn it on again. (See <i>Transferring your faxes or Fax Journal report</i> >> page 90.) ■ If the problem continues, call Brother Customer Service.
Protected Device	The protect switch of the USB Flash memory drive is on.	Turn off the protect switch of the USB Flash memory drive.
Rename the File	There is already a file on the USB Flash memory drive with the same name as the file you are trying to save.	Change the file name of the file on the USB Flash memory drive or the file you are trying to save.
Replace Parts Drum Unit	It is time to replace the drum unit.	<p>Replace the drum unit. (See <i>Replacing the drum unit</i> >> page 76.)</p>
	The drum unit counter was not reset when a new drum was installed.	<p>Reset the drum unit counter. (See <i>Replacing the drum unit</i> >> page 76.)</p>
Replace Parts Fuser Unit	It is time to replace the fuser unit.	<p>Call Brother Customer Service or a Brother Authorized Service Center to replace the fuser unit. To replace Fuser Unit call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) (in USA) 1-877-BROTHER (in Canada) or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/</p>
Replace Parts Laser Unit	It is time to replace the laser unit.	<p>Call Brother Customer Service or a Brother Authorized Service Center to replace the laser unit. To replace Laser Unit call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) (in USA) 1-877-BROTHER (in Canada) or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/</p>

Error Message	Cause	Action
Replace Parts PF Kit 1 PF Kit 2 PF Kit MP	It is time to replace the paper feeding kit.	Call Brother Customer Service or a Brother Authorized Service Center to replace the PF Kit. To replace PF Kit call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) (in USA) 1-877-BROTHER (in Canada) or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/
Replace Toner	The toner cartridge is at the end of its life. The machine will stop all print operations. While memory is available, faxes will be stored in the memory.	Replace the toner cartridge. (See <i>Replacing the toner cartridge</i> ►► page 67.)
Scan Unable XX	The machine has a mechanical problem.	<ul style="list-style-type: none"> ■ Turn the power switch off, and then turn it on again. (See <i>Transferring your faxes or Fax Journal report</i> ►► page 90.) ■ If the problem continues, call Brother Customer Service.
	Document is too long for duplex scanning.	Press Stop/Exit . Use the suitable size of paper for duplex scanning. (See <i>Print media</i> ►► page 171.)
Size Error	The paper size defined in the printer driver is not usable for the tray you use.	Choose a paper size which is supported by the tray shown on the LCD. (See <i>Paper Size and Type</i> ►► page 17.)
Size Error DX	The paper size defined in the printer driver and the control panel menu is not available for automatic duplex printing.	<p>Press Stop/Exit. Choose a paper size which is supported by the duplex tray.</p> <p>The paper size you can use for automatic duplex printing is Letter, Legal or Folio.</p>
	The paper in the tray is not correct size and is not available for automatic duplex printing.	<p>Load the correct size of paper in the tray and set the size of paper to the tray. (See <i>Paper Size and Type</i> ►► page 17.)</p> <p>The paper size you can use for automatic duplex printing is Letter, Legal or Folio.</p>
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the size of paper to the tray. (See <i>Paper Size and Type</i> ►► page 17.)
Toner Low	If the LCD shows Toner Low you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.	Order a new toner cartridge now so a replacement toner cartridge will be available when the LCD shows Replace Toner .

Error Message	Cause	Action
Too Many Files	There are too many files stored on the USB Flash memory drive.	Reduce the number of files stored on the USB Flash memory drive.
Unusable Device Remove the Device. Turn the power off and back on again.	A defective USB device or a high power consumption USB device has been connected to the USB direct interface.	Unplug the device from the USB direct interface. Turn the machine off and then on again.
Unusable Device	A USB device or USB Flash memory drive that is encrypted or not supported has been connected to the USB direct interface.	Unplug the device from the USB direct interface. (See the specifications for supported USB Flash memory drives in <i>Printing data from a USB Flash memory drive or digital camera supporting mass storage >> page 55.</i>)
Wrong Paper Size	The machine cannot find paper of the same size in another tray when the paper tray in use has run out of paper during a copy operation.	Load the paper in the paper tray shown on the LCD.

Transferring your faxes or Fax Journal report

If the LCD shows:

- Print Unable XX
- Scan Unable XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* ►► page 90 or *Transferring faxes to your PC* ►► page 90.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* ►► page 90.)



Note

If there is an error message on the machine's LCD, after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Set your Station ID*.)

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Service. Press Service.
- 3 Press Data Transfer.
- 4 Press Fax Transfer.
- 5 Do one of the following:
 - If the LCD shows No Data, there are no faxes left in the machine's memory. Press Stop/Exit.
 - Enter the fax number to which faxes will be forwarded.
- 6 Press Start.

Transferring faxes to your PC

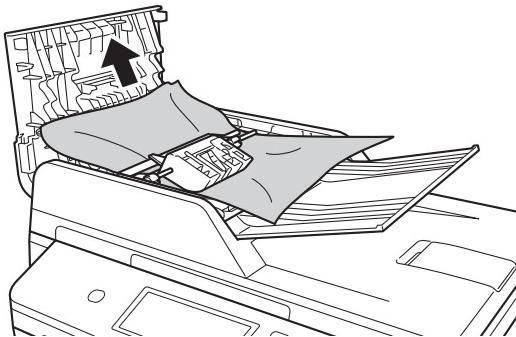
You can transfer the faxes from your machine's memory to your PC.

- 1 Make sure that you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-Fax Receiving** on the PC. From the Windows® Start menu, select **All Programs, Brother, MFC-XXXX, PC-FAX Receiving**, and select **Receive**. (XXXX is your model name.)
 - 2 Make sure that you have set **PC Fax Receive** on the machine. (See *PC-Fax Receive (For Windows® only)* ►► page 36.) If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.
 - 3 Do one of the following:
 - To transfer all faxes to your PC, press Yes. You will be asked if you want a backup print.
 - To exit and leave the faxes in the memory, press No.
 - 4 Press Stop/Exit.
- ## Transferring the Fax Journal report to another fax machine
- If you have not set up your Station ID, you cannot enter fax transfer mode. (See Quick Setup Guide: *Set your Station ID*.)
- 1 Press Menu.
 - 2 Press ▲ or ▼ to display Service. Press Service.
 - 3 Press Data Transfer.
 - 4 Press Report Trans..
 - 5 Enter the fax number to which the Fax Journal report will be forwarded.
 - 6 Press Start.

Document Jams

Document is jammed in the top of the ADF unit

- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.



If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

- 4 Close the ADF cover.
- 5 Press **Stop/Exit**.

Document is jammed under the document cover

- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.

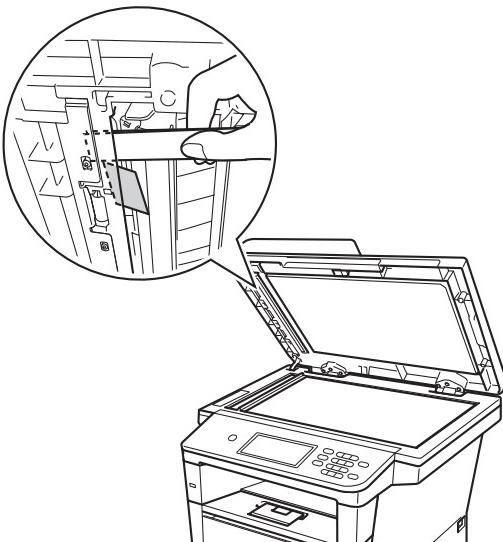


If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

- 4 Close the document cover.
- 5 Press **Stop/Exit**.

Removing small documents jammed in the ADF

- 1 Lift the document cover.
- 2 Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



- 3 Close the document cover.
- 4 Press Stop/Exit.

Document is jammed at the output tray

- 1 Take out any paper from the ADF that is not jammed.
- 2 Pull the jammed document out to the right.



- 3 Press Stop/Exit.

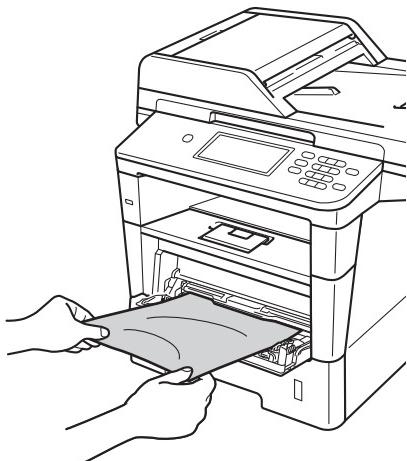
Paper Jams

Always remove all paper from the paper tray and straighten the stack when you add new paper. This helps prevent multiple sheets of paper from feeding through the machine at one time and prevents paper jams.

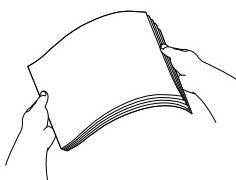
Paper is jammed in the MP tray

If the LCD shows Jam MP, follow these steps:

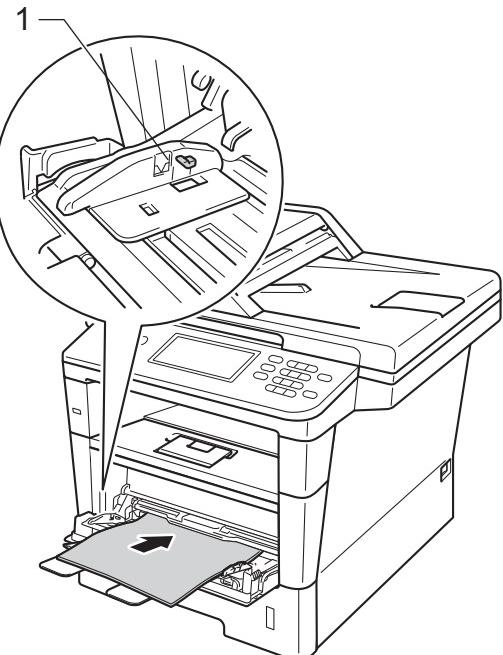
- 1 Remove the paper from the MP tray.
- 2 Remove any jammed paper from in and around the MP tray.



- 3 Fan the paper stack, and then put it back in the MP tray.



- 4 When loading paper in the MP tray, make sure that the paper stays under the maximum paper height guides (1) on both sides of the tray.



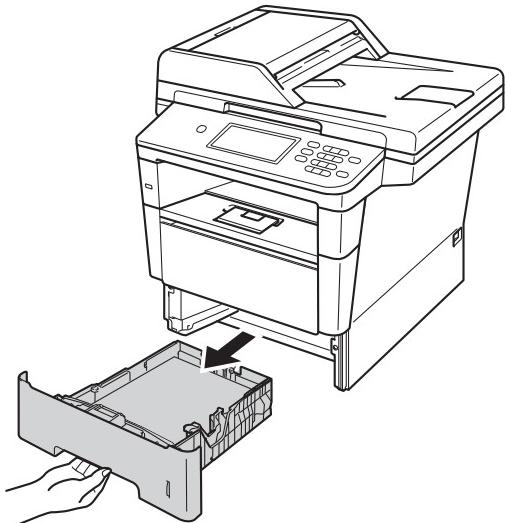
- 5 Press **Start** to resume printing.

Paper is jammed in paper tray 1 or tray 2

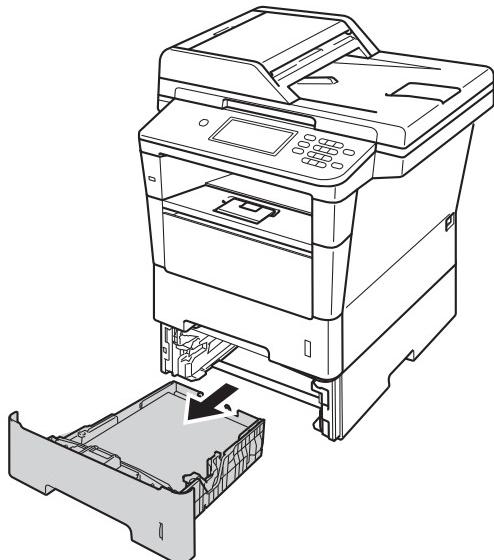
If the LCD shows Jam Tray 1 or Jam Tray 2, follow these steps:

- 1 Pull the paper tray completely out of the machine.

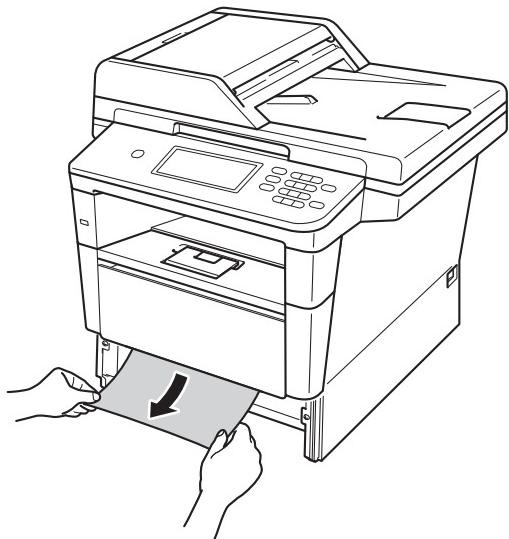
For Jam Tray 1:



For Jam Tray 2:



- 2 Use both hands to slowly pull out the jammed paper.



Note

Pulling the jammed paper downward allows you to remove the paper easier.

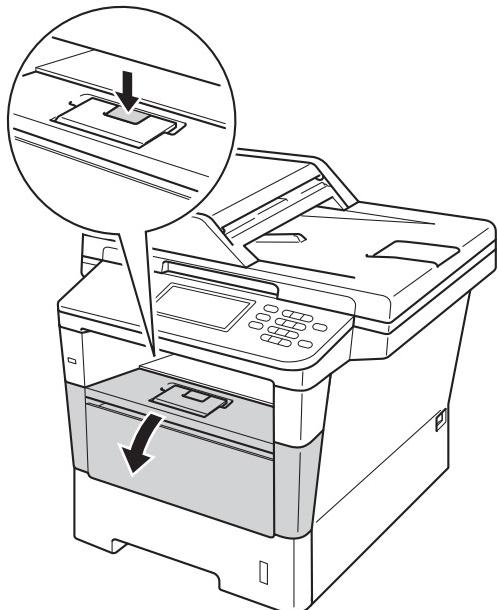
- 3 Make sure that the paper is below the maximum paper mark (▼▼▼) in the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots.

- 4 Put the paper tray firmly back in the machine.

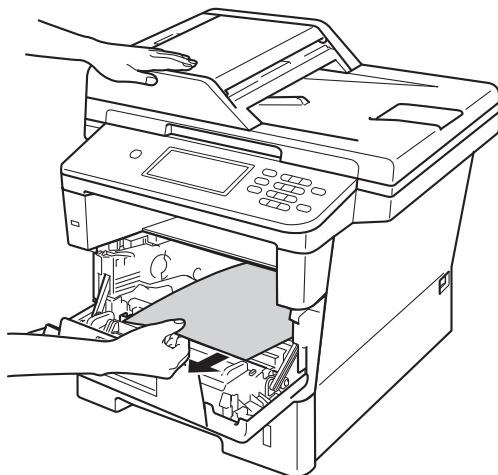
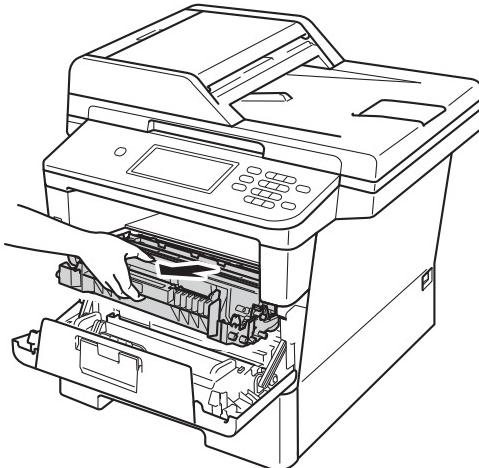
Paper is jammed at the back of the machine

If the LCD shows Jam Rear, a paper jam occurred behind the back cover. Follow these steps:

- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Press the front cover release button and then open the front cover.



- 3 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.



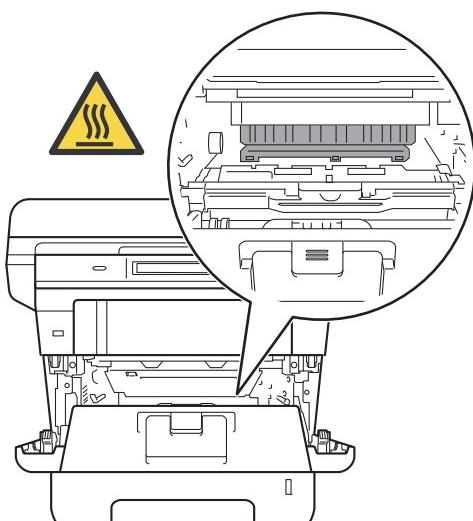


WARNING



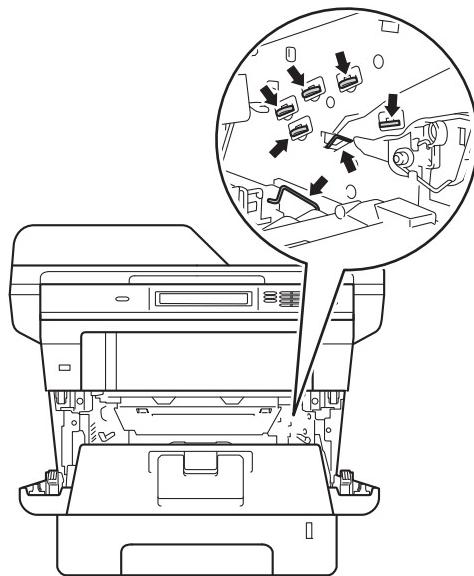
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

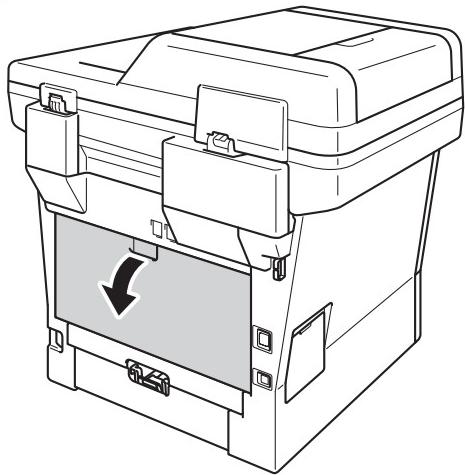


Important

- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the drum unit and toner cartridge assembly carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



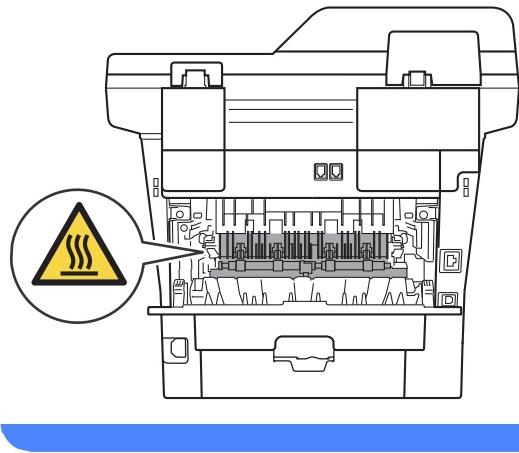
- 4 Open the back cover.



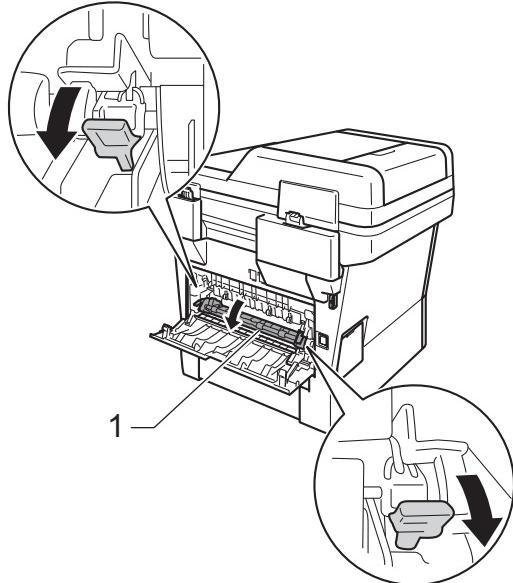
! WARNING



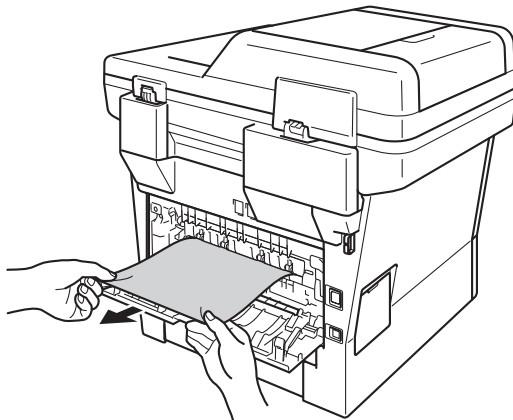
HOT SURFACE
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



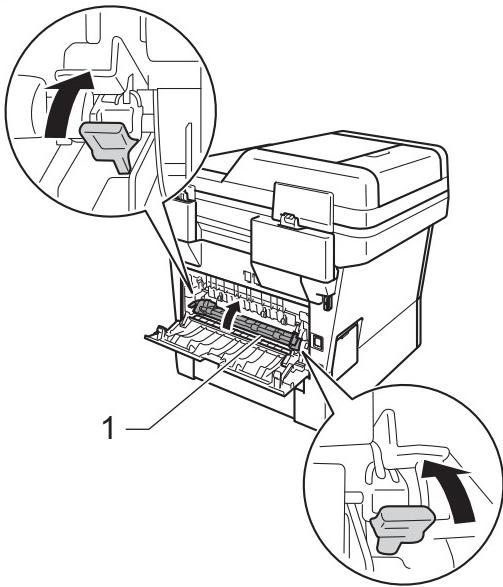
- 5 Pull the green tabs at the left and right hand sides toward you and fold down the fuser cover (1).



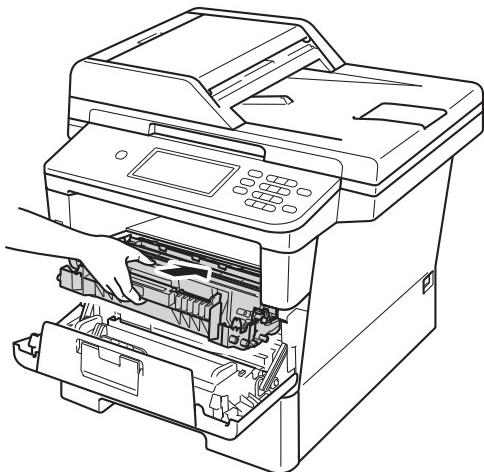
- 6 Using both hands, gently pull the jammed paper out of the fuser unit.



- 7 Close the fuser cover (1).



- 8 Close the back cover.
9 Put the drum unit and toner cartridge assembly back into the machine.

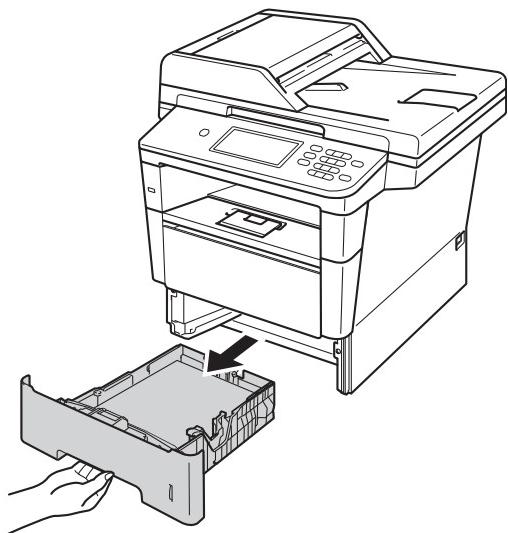


- 10 Close the front cover of the machine.

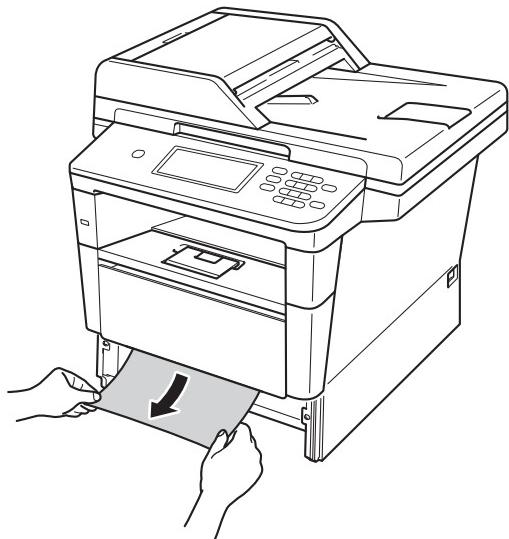
Paper is jammed inside the machine

If the LCD shows Jam Inside, follow these steps:

- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Pull the paper tray completely out of the machine.

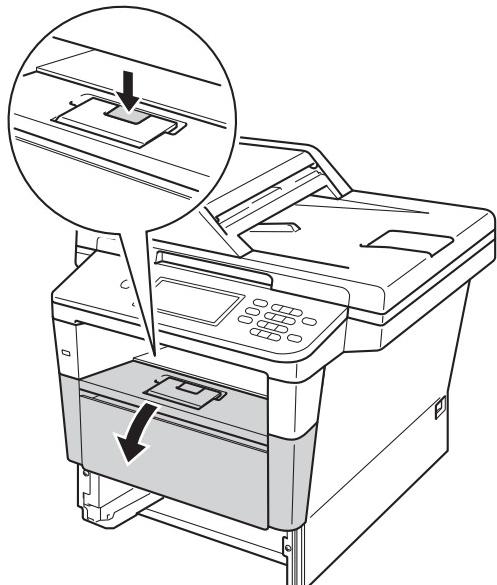


- 3 Use both hands to slowly pull out the jammed paper.

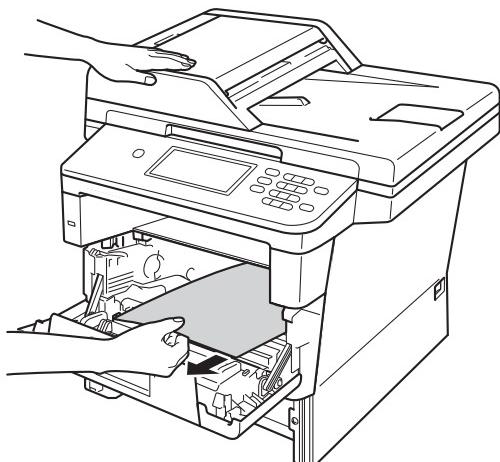
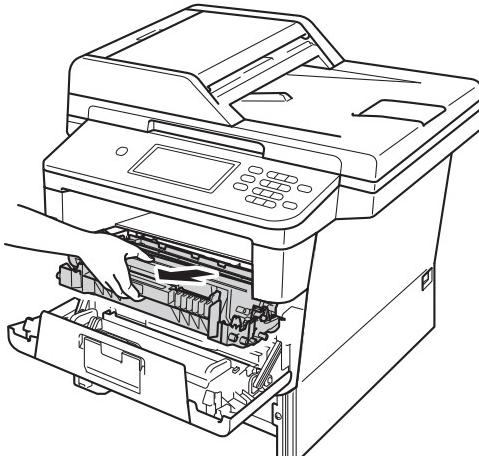


Note
Pulling the jammed paper downward allows you to remove the paper easier.

- 4 Press the front cover release button and then open the front cover.



- 5 Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine.



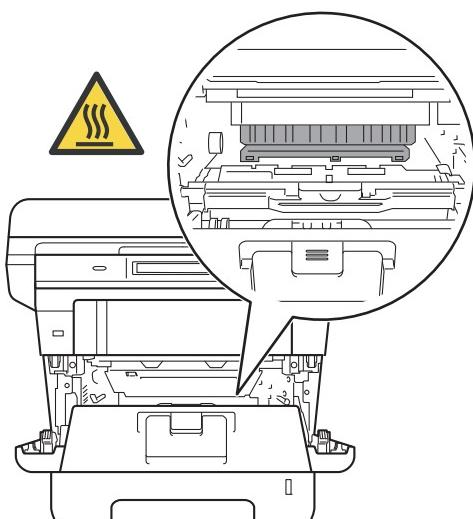


WARNING



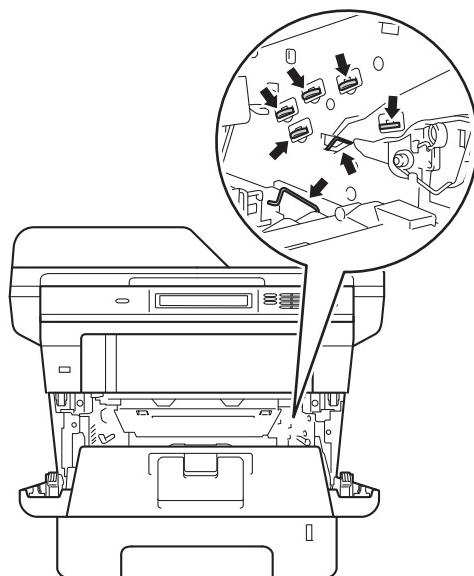
HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



Important

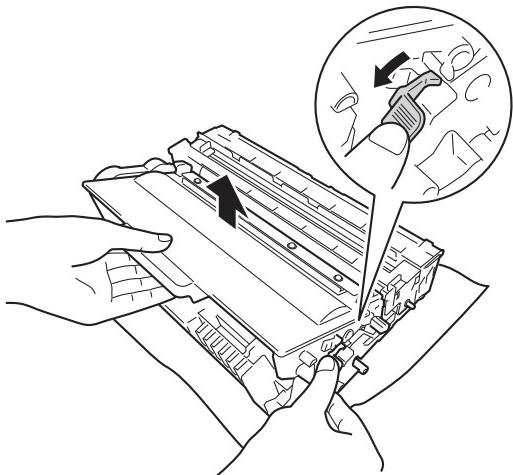
- We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the drum unit and toner cartridge assembly carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



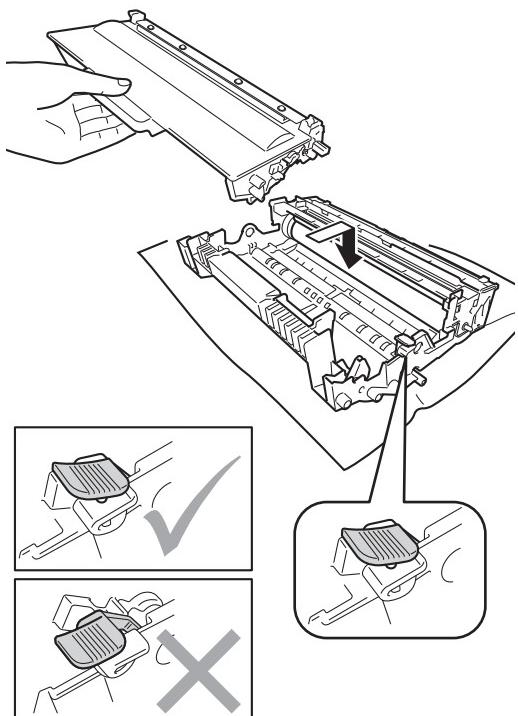
Note

The drum unit and toner cartridge are two separate parts. Make sure both are installed as an assembly. If the toner cartridge is placed in the machine without the drum unit, the messages **Drum Error** or **Jam Inside** may be displayed.

- 6 Push down the green lock lever and take the toner cartridge out of the drum unit. Remove the jammed paper if there is any inside the drum unit.



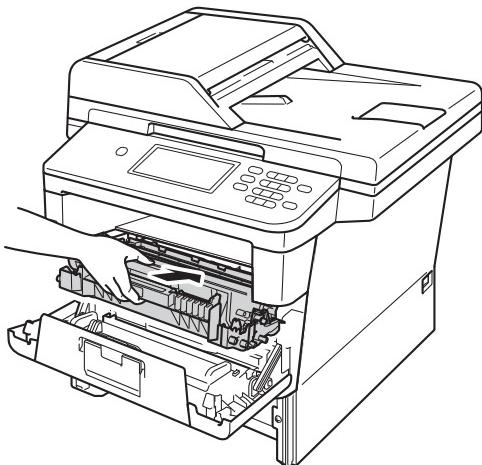
- 7 Put the toner cartridge back into the drum unit until you hear it lock into place. If you put the cartridge in correctly, the green lock lever on the drum unit will lift automatically.



 **Note**

Make sure that you put in the toner cartridge correctly or it may separate from the drum unit.

- 8 Put the drum unit and toner cartridge assembly back into the machine.



- 9 Close the front cover of the machine.
10 Put the paper tray firmly back in the machine.

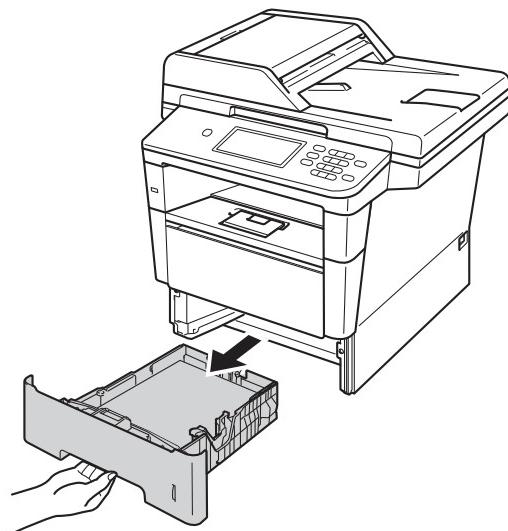


Note
If you turn off the machine during Jam Inside, the machine will print incomplete data from your computer. Before you turn on the machine, delete the print spool job on your computer.

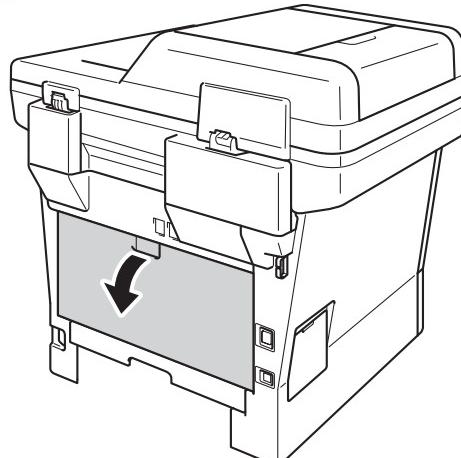
Paper is jammed in the duplex tray

If the LCD shows Jam Duplex, follow these steps:

- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Pull the paper tray completely out of the machine.



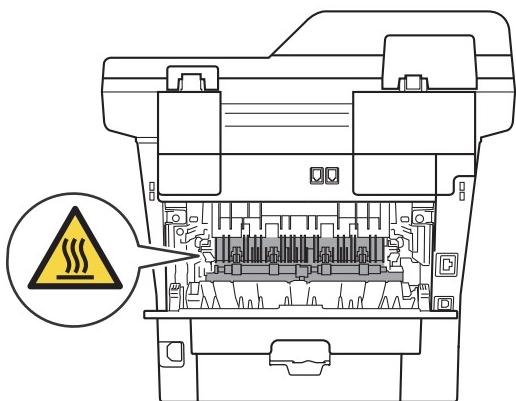
- 3 Open the back cover.



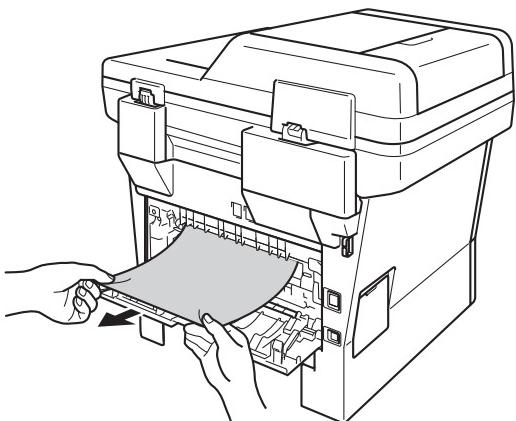
⚠️ WARNING

⚠️ HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.

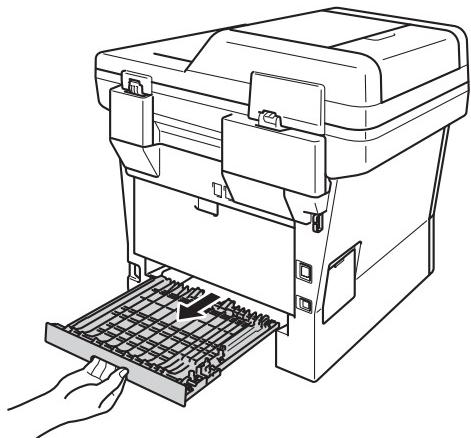


- Using both hands, gently pull the jammed paper out of the back of the machine.

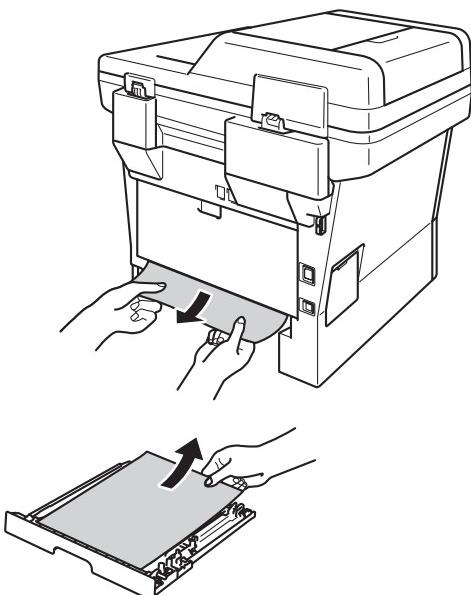


- Close the back cover.

- Pull the duplex tray completely out of the machine.

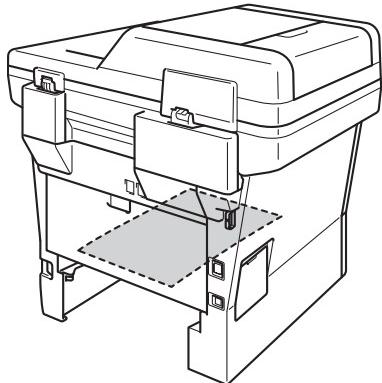


- Pull the jammed paper out of the machine or out of the duplex tray.



B

- 8 Make sure that the jammed paper does not remain under the machine from static electricity.



- 9 Put the duplex tray back into the machine.
- 10 Put the paper tray firmly back into the machine.

If you are having difficulty with your machine

! Important

- For technical help, you must call the country where you bought the machine. Calls must be made from within that country.
- If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips. You can correct most problems by yourself.
- If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com/>.

Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

Printing difficulties

Difficulties	Suggestions
No printout.	<p>Check that the correct printer driver has been installed and chosen.</p> <p>Check to see if the LCD is showing an error message.</p> <p>See <i>Error and maintenance messages</i> >> page 83.</p>
	<p>Check that the machine is online: (Windows® 7 and Windows Server® 2008 R2)</p> <p>Click the  (Start) button and then Devices and Printers. Right-click Brother MFC-XXXX Printer and click See what's printing. Click Printer in the menu bar. Make sure that Use Printer Offline is unchecked.</p> <p>(Windows Vista® and Windows Server® 2008)</p> <p>Click the  (Start) button, Control Panel, Hardware and Sound, and then Printers. Right-click Brother MFC-XXXX Printer. Make sure that Use Printer Offline is unchecked.</p> <p>(Windows® XP and Windows Server® 2003)</p> <p>Click the Start button and choose Printers and Faxes. Right-click Brother MFC-XXXX Printer. Make sure that Use Printer Offline is unchecked.</p>
	Contact your administrator to check your Secure Function Lock settings.
The machine is not printing or has stopped printing.	<p>Press Stop/Exit.</p> <p>The machine will cancel the print job and clear it from the memory. The printout may be incomplete.</p>
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	<p>There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this.</p> <p>See <i>Unscannable and unprintable areas</i> >> page 16.</p>
The machine prints unexpectedly or it prints garbage.	<p>Press Stop/Exit to cancel print jobs.</p> <p>Check the settings in your application to make sure that it is set up to work with your machine.</p>

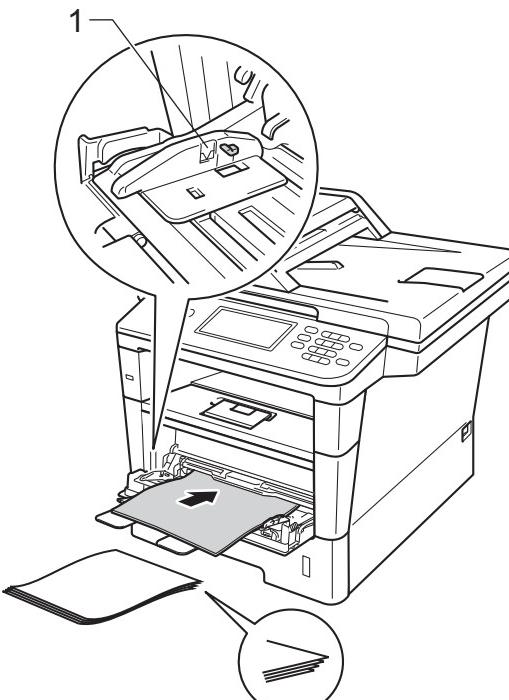
Printing difficulties (continued)

Difficulties	Suggestions
The machine prints the first couple of pages correctly, then some pages have text missing.	<p>Check the settings in your application to make sure that it is set up to work with your machine.</p> <p>Your computer is not recognizing the machine's input buffer's full signal. Make sure that you connected the interface cable correctly.</p> <p>See Quick Setup Guide.</p>
The machine does not print on both sides of the paper even though the printer driver setting is Duplex.	Check the paper size setting in the printer driver. You need to choose Letter, Legal or Folio [16 to 28 lb (60 to 105 g/m ²)].
The machine does not change to Direct Print mode when a USB flash memory drive is connected to the USB direct interface.	When the machine is in Deep Sleep mode, the machine does not wake up even if you connect a USB flash memory drive to the USB direct interface. Press Stop/Exit to wake up the machine.
Cannot perform 'Page Layout' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	<p>Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time.</p> <p>Check that the back cover is firmly closed and the duplex tray is firmly installed.</p> <p>Add optional memory.</p> <p>See Advanced User's Guide: <i>Installing extra memory</i>.</p>
The machine does not print from Adobe® Illustrator®.	<p>Try to reduce the print resolution.</p> <p>See Software User's Guide: <i>Printing</i> (for Windows®).</p> <p>See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh).</p>
Poor print quality	See <i>Improving the print quality</i> >> page 116.

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper.	<p>If the LCD shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> >> page 83.</p> <p>If there is no paper, load a new stack of paper into the paper tray.</p> <p>If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.</p> <p>Reduce the amount of paper in the paper tray, and then try again.</p> <p>Make sure that manual feed mode is not chosen in the printer driver.</p> <p>Clean the paper pick-up rollers.</p> <p>See Advanced User's Guide: <i>Cleaning the paper pick-up rollers</i>.</p>
The machine does not feed paper from the MP tray.	<p>Make sure that MP Tray is chosen in the printer driver.</p> <p>Fan the paper well and put it back in the tray firmly.</p>

Paper handling difficulties (continued)

Difficulties	Suggestions
The machine does not feed paper from the MP Tray when using a large stack of paper.	<p>Fan the paper well and make sure the paper is under the maximum paper mark (1). Stagger the pages and put them in the tray until you feel the top page touch the feed rollers as shown in the illustration.</p> 
How do I print on envelopes?	<p>You can load envelopes in the MP tray. Your application must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application. (See your application's manual for more information.)</p>

Printing received faxes

Difficulties	Suggestions
<ul style="list-style-type: none"> ■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines 	<p>Usually this is caused by a poor telephone connection. Make a copy; if your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.</p>
Vertical black lines when receiving	<p>The corona wire for printing may be dirty. Clean the corona wire on the drum unit. See <i>Cleaning the corona wire</i> ► page 73.</p> <p>The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.</p>

Printing received faxes (continued)

Difficulties	Suggestions
Received faxes appear as split or blank pages.	<p>Left and right margins are cut off or a single page is printed on two pages. See <i>Paper Size and Type</i> ►► page 17.</p> <p>Turn on Auto Reduction. See Advanced User's Guide: <i>Printing a reduced incoming fax</i>.</p>

Telephone line or connections

Difficulties	Suggestions
Dialing does not work. (No dial tone)	<p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.</p> <p>(Canada only) Change Tone/Pulse setting.</p> <p>See Quick Setup Guide.</p> <p>Send a manual fax by pressing Hook and dialing the number. Wait to hear fax receiving tones before pressing Start.</p> <p>If there is no dial tone, connect a known working telephone and telephone line cord to the jack. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and/or wall jack.</p>
The machine does not answer when called.	<p>Make sure the machine is in the correct receive mode for your setup.</p> <p>See <i>Receive Mode settings</i> ►► page 34.</p> <p>Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.</p>

Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	<p>Make sure your machine has a dial tone by pressing the Hook key. If you hear static or interference on your fax line, please contact your local telephone company.</p>
	<p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.</p>
	<p>Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine.</p>
	<p>See <i>Receive Mode settings</i> >> page 34.</p>
	<ul style="list-style-type: none"> ■ If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax Only mode. ■ If your Brother machine shares a line with an external answering machine, you should select the External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine. ■ If your Brother machine shares the line with a Voice Mail subscriber service, please see <i>Voice Mail</i> >> page 38. ■ If your Brother machine is on a line with the Distinctive Ring subscriber service, please see <i>Distinctive Ring</i> >> page 39. ■ If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls. ■ If you do not want your Brother machine to automatically answer any incoming faxes, you should select the Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.
	<p>Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting:</p> <ul style="list-style-type: none"> ■ If the answer mode is set to Fax Only or Fax/Tel, reduce the ring delay to 1 ring. <p>See <i>Ring Delay</i> >> page 34.</p> <ul style="list-style-type: none"> ■ If the answer mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to Manual, DO NOT adjust the ring delay setting.
	<p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> ■ If you received the test fax successfully, your machine is operating correctly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

Receiving Faxes (continued)

Difficulties	Suggestions
Cannot receive a fax. (continued)	<p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly.</p> <p>See <i>Connecting an external TAD (telephone answering device)</i> >> page 41.</p> <ol style="list-style-type: none"> 1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack. 2 Remove the protective cap from your Brother machine's EXT jack, and then plug the telephone line cord from your answering machine into the EXT jack. 3 Set your answering machine to answer within 4 rings. <p>If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings.</p> <ol style="list-style-type: none"> 4 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax." 5 Set your answering machine to answer calls. 6 Set your Brother machine's Receive Mode to External TAD. <p>See <i>Receive Mode settings</i> >> page 34.</p>
	<p>Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone.</p> <p>See <i>Easy Receive</i> >> page 35.</p>
	<p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP).</p> <p>See <i>Telephone line interference / VoIP</i> >> page 115.</p>
	Contact your administrator to check your Secure Function Lock Settings.

Sending faxes

Difficulties	Suggestions
Cannot send a fax.	<p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.</p>
	<p>Make sure that you pressed Fax and the machine is in Fax mode.</p>
	<p>See <i>How to send a fax</i> >> page 27.</p>
	<p>Print the Transmission Verification Report and check for an error.</p>
	<p>See Advanced User's Guide: <i>Reports</i>.</p>
	<p>Contact your administrator to check your Secure Function Lock Settings.</p>
	<p>Ask the other party to check that the receiving machine has paper.</p>

Sending faxes (continued)

Difficulties	Suggestions
Poor sending quality.	Try changing your resolution to Fine or S.Fine . Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. See Advanced User's Guide: <i>Cleaning the scanner</i>
Transmission Verification Report says RESULT:NG .	There is probably temporary noise or static on the line. Try sending the fax again. If you are sending a PC-Fax message and get RESULT:NG on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (See Advanced User's Guide: <i>Changing Remote Fax Options.</i>), print fax messages in memory (See Advanced User's Guide: <i>Printing a fax from the memory.</i>) or cancel a delayed fax or polling job (See Advanced User's Guide: <i>Checking and canceling waiting jobs.</i>). If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP) . See <i>Telephone line interference / VoIP</i> >> page 115.
Sent faxes are blank.	Make sure you are loading the document correctly. When using the ADF, the document should be face up . When using the scanner glass, the document should be face down . See <i>Loading documents</i> >> page 25.
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. See Advanced User's Guide: <i>Cleaning the scanner</i>

Handling incoming calls

Difficulties	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Easy Receive is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing Stop/Exit . Try avoiding this problem by turning Easy Receive to Off. See <i>Easy Receive</i> >> page 35.
Sending a Fax Call to the machine.	If you answered on an external or extension telephone, press your Fax Receive Code (the factory setting is *51). If you answered on the external telephone (connected to the EXT. jack), press Start to receive the fax. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, RingMaster, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. For Example: If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended.

Copying difficulties

Difficulties	Suggestions
Cannot make a copy.	Make sure that you pressed Copy and the machine is in Copy mode. See <i>How to copy</i> >> page 54. Contact your administrator to check your Secure Function Lock Settings.
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. Clean the glass strip and scanner glass and also the white bar and white plastic above them. See <i>Cleaning the corona wire</i> >> page 73 See Advanced User's Guide: <i>Cleaning the scanner</i> .
Copies are blank.	Make sure you are loading the document correctly. See <i>Using the automatic document feeder (ADF)</i> >> page 25 or <i>Using the scanner glass</i> >> page 26.

Scanning difficulties

Difficulties	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click Desktop, Scan Settings and click Select to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click File, Select Source and choose the Brother TWAIN driver. Mac OS X 10.6.x and 10.7.x users can also scan documents using the ICA Scanner Driver See Software User's Guide: <i>Scanning a document using the ICA driver (Mac OS X 10.6.x or greater)</i> .
OCR does not work.	Try increasing the scanning resolution. (Macintosh users) Make sure you have downloaded and installed Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg
Network scanning does not work.	See <i>Network difficulties</i> >> page 113.
Cannot scan.	Contact your administrator to check your Secure Function Lock Settings.

Software difficulties

Difficulties	Suggestions
Cannot install software or print. (Windows® only)	Run the Repair MFL-Pro Suite program on the CD-ROM. This program will repair and reinstall the software.

Network difficulties

Difficulties	Suggestions
Cannot print over a wired Network.	<p>If you are having Network problems. See Network User's Guide.</p> <p>Make sure your machine is powered on and is on-line and in Ready mode. Print the Network Configuration Report to see your current Network settings. See Advanced User's Guide: <i>Reports</i>.</p> <p>Reconnect the LAN cable to the hub to verify that the cable and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. You can check the current wired network status from the Network control panel menu.</p>
The network scanning feature does not work.	<p>(Windows® and Macintosh)</p> <p>The network scanning feature may not work due to the firewall settings. Change or disable the firewall settings. It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below:</p> <ul style="list-style-type: none"> ■ In Name: Enter any description, for example Brother NetScan. ■ In Port number: Enter 54925. ■ In Protocol: UDP is selected. <p>Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>For more details, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/.</p>
	<p>(Macintosh)</p> <p>Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model list in ControlCenter2.</p>
The network PC-Fax Receive feature does not work.	<p>(Windows® only)</p> <p>It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below:</p> <ul style="list-style-type: none"> ■ In Name: Enter any description, for example Brother PC-FAX Rx. ■ In Port number: Enter 54926. ■ In Protocol: UDP is selected. <p>Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>For more details, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/.</p>
The Brother software cannot be installed.	<p>(Windows®)</p> <p>If the Security Software warning appears on the PC screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.</p> <p>(Macintosh)</p> <p>If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.</p>

Network difficulties (continued)

Difficulties	Suggestions
Cannot connect to wireless network.	Investigate the problem using the WLAN Report. Press Menu, Print Reports, WLAN Report and then press Start. See Quick Setup Guide.

Other difficulties

Difficulties	Suggestions
The machine will not turn on.	<p>Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on.</p> <p>If the problem is not solved, turn off the machine. If you are using a backup battery or surge suppressor device, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall outlet and turn on the machine.</p>
The machine cannot print EPS data that includes binary with the BR-Script3 printer driver.	<p>(Windows®) You need the following settings to print EPS data:</p> <ol style="list-style-type: none"> 1 For Windows® 7 and Windows Server® 2008 R2: Click the  (Start) button and Devices and Printers. For Windows Vista® and Windows Server® 2008: Click the  (Start) button, Control Panel, Hardware and Sound, and then Printers. For Windows® XP and Windows Server® 2003: Click the Start button, and select Printers and Faxes. <ol style="list-style-type: none"> 2 Right-click the Brother MFC-XXXX BR-Script3 icon and select Properties¹. 3 From the Device Settings tab, choose TBCP (Tagged binary communication protocol) in Output Protocol. <p>(Macintosh) If your machine is connected to a PC with a USB interface, you cannot print EPS data that includes binary. You can print the EPS data at the machine through a network. For installing BR-Script3 printer driver through the network, visit the Brother Solutions Center at http://solutions.brother.com/.</p>

¹ For Windows® 7 and Windows Server® 2008 R2: **Printer properties**, and **Brother MFC-XXXX BR-Script3** if necessary

Setting Dial Tone detection

Setting the Dial Tone to Detection will shorten the Dial Tone detect pause.

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Initial Setup.
Press Initial Setup.
- 3 Press ▲ or ▼ to display Dial Tone.
Press Dial Tone.
- 4 Press Detection or No Detection.
- 5 Press Stop/Exit.

Telephone line interference / VoIP

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Fax.
Press Fax.
- 3 Press ▲ or ▼ to display Miscellaneous.
Press Miscellaneous.
- 4 Press Compatibility.
- 5 Press High, Normal or Basic (for VoIP).
 - Basic (for VoIP) reduces the modem speed to 9600 bps and turns off ECM (error correction mode). Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.
 - To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to Basic (for VoIP).
 - Normal sets the modem speed at 14400 bps.
 - High sets the modem speed at 33600 bps.
- 6 Press Stop/Exit.



Note

VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.

Improving the print quality

If you have a print quality problem, print a test page first (Menu, Printer, Print Options, Test Print). If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

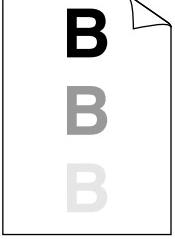


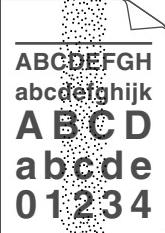
Note

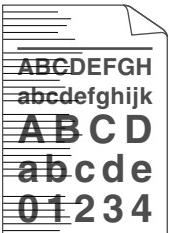
Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

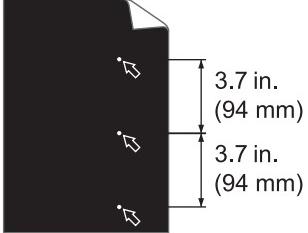
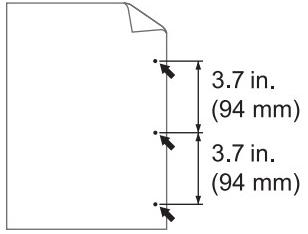
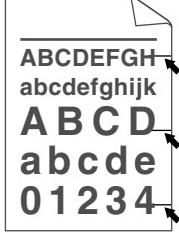
- 1 To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* ➤ page 20.)
- 2 Check that the drum unit and toner cartridge are installed correctly.

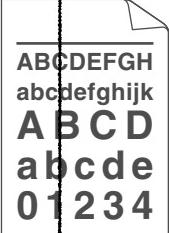
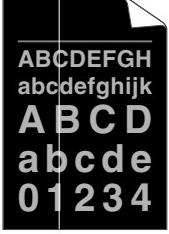
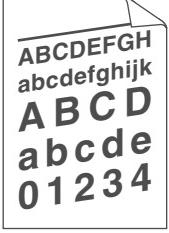
Examples of poor print quality	Recommendation
 Faint	<ul style="list-style-type: none">■ Take out the drum unit and toner cartridge assembly. Hold the assembly level with both hands and gently shake it from side to side several times to spread the toner evenly inside the cartridge.■ If the LCD shows Replace Toner, put in a new toner cartridge. See <i>Replacing the toner cartridge</i> ➤ page 67.■ Check the machine's environment. Conditions such as humidity, high temperatures, and so on, may cause this print fault. See Product Safety Guide: <i>Choosing a location</i>.■ If the whole page is too light, Toner Save may be turned on. Turn off Toner Save in the machine's menu settings or Toner Save Mode in the Printer Properties of the driver. See Advanced User's Guide: <i>Toner Save</i>. See Software User's Guide: <i>Printing</i> (for Windows®). See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh).■ Clean the corona wire of the drum unit. See <i>Cleaning the corona wire</i> ➤ page 73.■ Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> ➤ page 67.■ Put in a new drum unit. See <i>Replacing the drum unit</i> ➤ page 75.

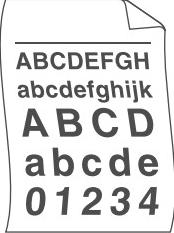
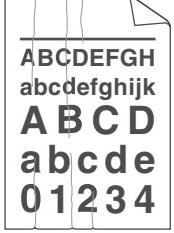
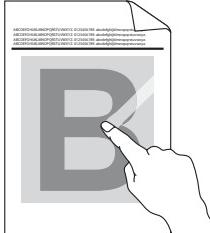
Examples of poor print quality	Recommendation
 <p data-bbox="207 559 414 589">Gray background</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. See <i>Acceptable paper and other print media</i> >> page 20. ■ Check the machine's environment. Conditions such as high temperatures and high humidity can increase the amount of background shading. See Product Safety Guide: <i>Choosing a location</i>. ■ Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> >> page 67. ■ Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.
 <p data-bbox="272 960 345 989">Ghost</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. Rough-surfaced paper or thick paper may cause this problem. See <i>Acceptable paper and other print media</i> >> page 20. ■ Make sure that you choose the appropriate media type in the printer driver or in the machine's <i>Tray Setting</i> menu. See <i>Paper Size and Type</i> >> page 17. See Software User's Guide: <i>Printing</i> (for Windows®). See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh). ■ Choose Reduce Ghosting mode in the printer driver. See Software User's Guide: <i>Printing</i> (for Windows®). See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh). ■ Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75. ■ Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> >> page 67. ■ The fuser unit may be contaminated. Call Brother Customer Service at: In USA: 1-877-BROTHER (1-877-276-8437) In Canada: 1-877-BROTHER

Examples of poor print quality	Recommendation
 Toner specks	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. Rough-surfaced paper may cause the problem. See <i>Acceptable paper and other print media</i> >> page 20. ■ Clean the corona wire of the drum unit. See <i>Cleaning the corona wire</i> >> page 73. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75. ■ The fuser unit may be contaminated. Call Brother Customer Service at: In USA: 1-877-BROTHER (1-877-276-8437) In Canada: 1-877-BROTHER
 Hollow print	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. See <i>Acceptable paper and other print media</i> >> page 20. ■ Choose Thick Paper mode in the printer driver, choose Thick in the machine's Tray Setting menu or use thinner paper than you are currently using. See <i>Paper Size and Type</i> >> page 17. See Software User's Guide: <i>Printing</i> (for Windows®). See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh). ■ Check the machine's environment. Conditions such as high humidity can cause hollow print. See Product Safety Guide: <i>Choosing a location</i>. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.
 All black	<ul style="list-style-type: none"> ■ Clean the corona wire inside the drum unit by sliding the green tab. Be sure to return the green tab to the home position (▲). See <i>Cleaning the corona wire</i> >> page 73. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.

Examples of poor print quality	Recommendation
 <p>ABCDEF GH abcdefghijklk A B C D a b c d 0 1 2 3 4</p> <p>White lines across the page</p>	<ul style="list-style-type: none"> ■ Make sure that you use paper that meets our specifications. A rough surfaced paper or thick print media can cause this problem. See <i>Acceptable paper and other print media</i> >> page 20. ■ Make sure that you choose the appropriate media type in the printer driver or in the machine's <i>Tray Setting</i> menu. See <i>Paper Size and Type</i> >> page 17. ■ See Software User's Guide: <i>Printing</i> (for Windows®). ■ See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh). ■ The problem may disappear by itself. Print multiple blank pages to clear this problem, especially if the machine has not been used for a long time. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.
 <p>ABCDEF GH abcdefghijklk A B C D a b c d 0 1 2 3 4</p> <p>Lines across the page</p>	<ul style="list-style-type: none"> ■ Clean the corona wire inside the drum unit. See <i>Cleaning the corona wire</i> >> page 73. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.
 <p>ABCDEF GH abcdefghijklk A B C D a b c d 0 1 2 3 4</p> <p>White lines, bands or ribbing across the page</p>	<ul style="list-style-type: none"> ■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. See Product Safety Guide: <i>Choosing a location</i>. ■ If the problem is not solved after printing a few pages, put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.

Examples of poor print quality	Recommendation
 <p>White Spots on black text and graphics at 3.7 in. (94 mm) intervals</p>	<ul style="list-style-type: none"> ■ Make 10-15 copies of a blank, white sheet of paper. If the problem is not solved after printing the blank pages, the drum unit may have foreign material, such as glue from a label, stuck on the drum. Clean the drum unit. See Advanced User's Guide: <i>Cleaning the drum unit</i>. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.
 <p>Black Spots at 3.7 in. (94 mm) intervals</p>	
 <p>Black toner marks across the page</p>	<ul style="list-style-type: none"> ■ If you use label sheets for laser printers, the glue from the sheets may sometimes stick to the OPC drum surface. Clean the drum unit. See Advanced User's Guide: <i>Cleaning the drum unit</i>. ■ Make sure that you use paper that meets our specifications. See <i>Acceptable paper and other print media</i> >> page 20. ■ Do not use paper that has clips or staples because they will scratch the surface of the drum. ■ If the unpacked drum unit is in direct sunlight or room light, the unit may be damaged. ■ The toner cartridge may be damaged. Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> >> page 67. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.

Examples of poor print quality	Recommendation
 <p>Black lines down the page Printed pages have toner stains down the page</p>	<ul style="list-style-type: none"> ■ Clean the corona wire inside the drum unit by sliding the green tab. See <i>Cleaning the corona wire</i> >> page 73. ■ Make sure the green tab of the corona wire is at the home position (▲). ■ The toner cartridge may be damaged. Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> >> page 67. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75. ■ The fuser unit may be contaminated. Call Brother Customer Service at: In USA: 1-877-BROTHER (1-877-276-8437) In Canada: 1-877-BROTHER
 <p>White lines down the page</p>	<ul style="list-style-type: none"> ■ Make sure that foreign material such as a torn piece of paper, sticky notes or dust is not inside the machine and around the drum unit and toner cartridge. ■ The toner cartridge may be damaged. Put in a new toner cartridge. See <i>Replacing the toner cartridge</i> >> page 67. ■ The drum unit may be damaged. Put in a new drum unit. See <i>Replacing the drum unit</i> >> page 75.
 <p>Image skewed</p>	<ul style="list-style-type: none"> ■ Make sure that the paper or other print media is loaded correctly in the paper tray and that the guides are not too tight or too loose against the paper stack. ■ Set the paper guides correctly. See <i>Loading paper and print media</i> >> page 10. ■ If you are using the MP tray, see <i>Loading paper in the multi-purpose tray (MP tray)</i> >> page 12. ■ The paper tray may be too full. See <i>Loading paper and print media</i> >> page 10. ■ Check the paper type and quality. See <i>Acceptable paper and other print media</i> >> page 20. ■ Check for loose objects such as torn paper inside the machine. ■ If the problem only occurs during duplex printing, check for torn paper in the duplex tray, verify that the duplex tray is inserted completely and verify that the back cover is closed completely.

Examples of poor print quality	Recommendation
 <p data-bbox="194 554 368 583">Curled or wavy</p>	<ul style="list-style-type: none"> ■ Check the paper type and quality. High temperatures and high humidity will cause paper to curl. See <i>Acceptable paper and other print media</i> >> page 20. See Product Safety Guide: <i>Choosing a location</i>. ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray. ■ Choose Reduce Paper Curl mode in the printer driver when you do not use our recommended paper. See Software User's Guide: <i>Printing</i> (for Windows®). See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh).
 <p data-bbox="162 1078 386 1104">Wrinkles or creases</p>	<ul style="list-style-type: none"> ■ Make sure that paper is loaded correctly. See <i>Loading paper and print media</i> >> page 10. ■ Check the paper type and quality. See <i>Acceptable paper and other print media</i> >> page 20. ■ Turn over the stack of paper in the tray or rotate the paper 180° in the input tray.
 <p data-bbox="173 1343 383 1368">Envelope Creases</p>	<ul style="list-style-type: none"> ■ Make sure that envelopes are printed with the back cover (face-up output tray) opened. See <i>Printing on thick paper, labels and envelopes from the MP tray</i> >> page 14. ■ Check the envelope type and quality. See <i>Acceptable paper and other print media</i> >> page 20. ■ Make sure envelopes are fed only from the MP tray. See <i>Loading paper in the multi-purpose tray (MP tray)</i> >> page 12.
 <p data-bbox="214 1693 341 1718">Poor fixing</p>	<ul style="list-style-type: none"> ■ Choose Improve Toner Fixing mode in the printer driver. See Software User's Guide: <i>Printing</i> (for Windows®). See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh). If this selection does not provide enough improvement, change the printer driver setting in Media Type to a thick setting.

Examples of poor print quality	Recommendation
 <p data-bbox="262 351 372 540">ABCDEFGH abcdefghijklk A B C D a b c d e 0 1 2 3 4</p> <p data-bbox="269 565 349 590">Curled</p>	<ul style="list-style-type: none"><li data-bbox="510 299 1115 326">■ Choose Reduce Paper Curl mode in the printer driver.<li data-bbox="538 346 1088 373">See Software User's Guide: <i>Printing</i> (for Windows®).<li data-bbox="538 384 1212 412">See Software User's Guide: <i>Printing and Faxing</i> (for Macintosh).<li data-bbox="510 431 1239 478">■ Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray.

Machine Information

Checking the Serial Number

You can see the machine's Serial Number on the LCD.

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Machine Info...
Press Machine Info...
- 3 The LCD will show the machine's Serial Number.
- 4 Press Stop/Exit.

Reset functions

The following reset functions are available:

1 Network

You can reset the internal print server back to its default factory settings such as the password and IP address information.

2 Address & Fax

Address & Fax resets the following settings:

- Address Book
(One Touch Dial/Speed Dial/Setup Groups)
- Programmed fax jobs in the memory
(Polled TX, Delayed Fax, Batch TX)
- Station ID
(name and number)
- Coverpage Msg
(comments)
- Remote Fax Options
(Remote Access Code, Fax Storage, Fax Forwarding, Paging, PC-Fax Send, and PC-Fax Receive (Windows® only))
- Report settings
(Transmission Verification Report/Tel Index List/Fax Journal)
- Setting Lock password

3 All Settings

You can reset all the machine's settings back to the settings that were set at the factory.

Brother strongly recommends you perform this operation when you dispose of the machine.



Note

Unplug the interface cable before you choose Network or All Settings.

How to reset the machine

- 1 Press Menu.
- 2 Press ▲ or ▼ to display Initial Setup.
Press Initial Setup.
- 3 Press ▲ or ▼ to display Reset.
Press Reset.
- 4 Press Network, Address & Fax or All Settings to choose the reset function you want to use.
- 5 Do one of the following;
 - To reset the settings, press Yes and go to step 6.
 - To exit without making changes, press No and go to step 7.
- 6 You will be asked to reset the machine.
Do one of the following;
 - To reset the machine press Yes for 2 seconds. The machine will begin the reset.
 - To exit without resetting the machine, press No. Go to step 7.
- 7 Press Stop/Exit.



Note

You can also reset the Network settings by pressing Menu, Network, Network Reset.

C

Menu and features

On-screen programming

Your machine is designed to be easy to operate with LCD on-screen programming using the menu buttons on the Touchscreen. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu table

You can program your machine by using the Menu table that begins on *Menu table* ➤ page 127. These pages list the menu selections and options.

Menu and mode buttons

	Access the main menu.
	Access each mode and its menu of temporary settings.
	
	
	
	
	Exit the menu or stop the current operation.

Menu table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in **Bold** with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
General Setup	Tray Setting	MP Tray	—	Paper Size A4 Letter* Legal Executive A5 A5 L A6 B5 B6 Folio Any <hr/> Paper Type Thin Plain* Thick Thicker Recycled Paper Label	Sets the size and type of paper in paper MP tray.	17
◆ See <i>Advanced User's Guide</i> .						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
General Setup (Continued)	Tray Setting (Continued)	Tray#1	—	Paper Size A4 Letter* Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the size and type of paper in paper tray #1.	17
		Tray#2 (This menu only appears if you have Tray 2.)	—	Paper Type Thin Plain* Thick Thicker Recycled Paper	Sets the size and type of paper in paper tray #2.	17

◆ See *Advanced User's Guide*.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page	
General Setup (Continued)	Tray Setting (Continued)	Tray Use:Copy	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2* T1>T2>MP (Tray#2 and T2 appear only if you installed Tray 2.)	Chooses the tray that will be used for Copy mode.	18	
		Tray Use:Fax	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2 T1>T2>MP* (Tray#2 and T2 appear only if you installed Tray 2.)	Chooses the tray that will be used for Fax mode.	18	
		Tray Use:Print	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2* T1>T2>MP (Tray#2 and T2 appear only if you installed Tray 2.)	Chooses the tray that will be used for Print mode.	19	
	Volume	Ring	—	Low Med* High Off	Adjusts the ring volume.	See ♦ .	
		Beeper	—	Low Med* High Off	Adjusts the beeper volume.		
		Speaker	—	Low Med* High Off	Adjusts the speaker volume.		
♦ See Advanced User's Guide.							
 The factory settings are shown in Bold with an asterisk.							

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page		
General Setup (Continued)	Ecology	Toner Save	—	On Off*	Increases the page yield of the toner cartridge.	See ♦.		
		Sleep Time	—	Range varies depending on models. 3 Mins*	Conserves power.			
	Quiet Mode	—	—	On Off*	Decreases printing noise.			
	LCD Settings	Backlight	—	Light* Med Dark	You can adjust the brightness of the LCD backlight.			
		Dim Timer	—	10 Secs 20 Secs 30 Secs Off*	You can set how long the LCD backlight stays on after the last key press.			
	Security	Function Lock	Set Password Lock Off⇒On Setup ID	—	You can restrict selected machine operations for up to 25 restricted users and for all other non-authorized Public users.			
		Setting Lock	Set Password Lock Off⇒On	—	Stops unauthorized users from changing the machine's current settings.			
♦ See <i>Advanced User's Guide</i> .								
 The factory settings are shown in Bold with an asterisk.								



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page		
Fax	Setup Receive	Ring Delay	—	0 1 2 3 4*	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	34		
		F/T Ring Time	—	20 Secs* 30 Secs 40 Secs 70 Secs	Sets the length of the pseudo/double-ring time in Fax/Tel mode.	34		
		Easy Receive	—	On* Off	Receives fax messages automatically when you answer a call and hear fax tones.	35		
	Remote Codes	—	—	On* (*51, #51) Off	Allows you to answer all calls at an extension telephone and use codes to turn the machine on or off. You can personalize these codes.	44		
		Auto Reduction	—	On* Off	Reduces the size of incoming faxes.	See ♦ .		
		Forward/Page/Store (Backup Print)	—	Fax Forward Paging Fax Storage PC Fax Receive Off*	Sets the machine to forward fax messages, to call your pager or cell phone, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC. If you choose Fax Forward or PC-Fax Receive, you can turn on the safety feature Backup Print.			
♦ See <i>Advanced User's Guide</i> .								
 The factory settings are shown in Bold with an asterisk.								

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Fax (Continued)	Setup Receive (Continued)	Print Density	—	-2 -1 0* +1 +2	Makes printouts darker or lighter.	See ◆ .
		Fax Rx Stamp	—	On Off*	Prints the received time and date on the top of the received faxes.	
		Duplex	—	On Off*	Prints received faxes on both sides of the paper.	
	Setup Send	Batch TX	—	On Off*	Combines delayed faxes going to the same fax number at the same time of day into one transmission.	
		Coverpage Setting	Print Sample	—	You can print a sample of the fax cover page.	
			Coverpage Message	—	Set up your own comments for the fax cover page.	
		Destination	—	Display* Hidden	Sets the machine to display the destination information on the LCD screen during fax sending.	
	Report Setting	Transmission	—	On On+Image Off* Off+Image	Choose the initial setup for the Transmission Verification Report.	29
		Journal Period	—	Every 50 Faxes* Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days Off	Sets the interval for automatic printing of the Fax Journal. If you have chosen other than Off and Every 50 Faxes, you can set the time for the chosen option. If you have chosen Every 7 Days, you can also set the day of the week.	See ◆ .

◆ See Advanced User's Guide.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Fax (Continued)	Print Fax	—	—	—	Prints incoming faxes stored in the memory.	See ♦ .
	Remote Access	—	—	---*	Set your own code for Remote Retrieval.	
	Dial Restrict.	Dial Pad	—	Enter # twice On Off*	You can set the machine to restrict dialing when using the dial pad.	
		One Touch Dial	—	Enter # twice On Off*	You can set the machine to restrict the dialing of One Touch numbers.	
		Speed Dial	—	Enter # twice On Off*	You can set the machine to restrict the dialing of Speed Dial numbers.	
		LDAP Server	—	Enter # twice On Off*	You can set the machine to restrict the dialing of LDAP server numbers.	
	Remaining Jobs	—	—	—	Check which scheduled jobs are in the memory and cancel chosen jobs.	
Miscellaneous	Compatibility	—	—	High* Normal Basic(for VoIP)	Adjusts the equalization for transmission difficulties. VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic(for VoIP).	115
♦ See Advanced User's Guide.						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Fax (Continued)	Miscellaneous (Continued)	Distinctive	—	Distinctive Ring setting Set (On) Off*	Uses the telephone company's Distinctive Ring subscriber service to register the ring pattern with the machine.	39
			—	Ring Pattern 1 2 3 4		

◆ See *Advanced User's Guide*.

 The factory settings are shown in Bold with an asterisk.



Menu

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Printer	Emulation	—	—	Auto (EPSON)* Auto (IBM) HP LaserJet BR-Script 3 Epson FX-850 IBM Proprinter	Choose the emulation mode.	See □ .
	Print Options	Internal Font	—	HP LaserJet BR-Script 3	Prints a list of the machine's internal fonts.	
		Configuration	—	—	Prints a list of the machine's printer settings.	
		Test Print	—	—	Prints a test page.	
	Duplex	—	—	Long Edge Short Edge Off*	Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.	
	Auto Continue	—	—	On* Off	If this setting is enabled the machine will automatically clear a paper size error, and will use any compatible paper from the other paper trays.	
	Reset Printer	—	—	Yes No	Restores the printer settings to the original factory default settings.	
□ See Software User's Guide.						
The factory settings are shown in Bold with an asterisk.						



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page	
Print Reports	Transmission	View on LCD	—	—	You can view the Transmission Verification Report for your last 200 outgoing faxes and print the last report.	See ♦.	
		Print Report	—	—			
	Tel Index List	Numerical Order	—	—	Lists names and numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.		
		Alphabetical Order	—	—			
	Fax Journal	—	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)		
	User Settings	—	—	—	Lists your settings.		
	Network Config	—	—	—	Lists your Network settings.		
	Drum Dot Print	—	—	—	Prints the drum dot check sheet.		
	WLAN Report	—	—	—	Prints the result of wireless LAN connectivity diagnosis.	See ‡.	

♦ See *Advanced User's Guide*.

‡ See *Quick Setup Guide*.



The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions		
Network +	Wired LAN	TCP/IP	Boot Method	—	Auto* Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.		
			(IP Boot Tries)		3* [00000-32767]	Specifies the number of attempts the machine will try to obtain an IP address when the Boot Method is set to any setting except Static.		
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.		
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.		
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.		
			Node Name	—	BRNXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)		
			WINS Config	—	Auto* Static	Chooses the WINS configuration mode.		
			WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.		
<p>+ See Network User's Guide.</p> <p>♣ Please go to the Brother Solutions Center to download the manual at http://solutions.brother.com/.</p>								
 The factory settings are shown in Bold with an asterisk.								

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions				
Network + (Continued)	Wired LAN (Continued)	TCP/IP (Continued)	DNS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.				
					Secondary [000-255]. [000-255]. [000-255]. [000-255]					
					APIPA	On* Off				
					IPv6	On Off*				
					Ethernet	Auto* 100B-FD 100B-HD 10B-FD 10B-HD				
					Wired Status	Active 1000B-FD Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD InActive Wired OFF				
					MAC Address	Shows the MAC address of the machine.				
+ See Network User's Guide.										
♣ Please go to the Brother Solutions Center to download the manual at http://solutions.brother.com/ .										
 The factory settings are shown in Bold with an asterisk.										

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (Continued)	Wired LAN (Continued)	Wired Enable	—	—	On* Off	Enable or Disable the Wired LAN manually.
	WLAN	TCP/IP	Boot Method (IP Boot Tries)	— —	Auto* Static RARP BOOTP DHCP 3* [00000-32767]	Chooses the BOOT method that best suits your needs. Specifies the number of attempts the machine will try to obtain an IP address when the Boot Method is set to any setting except Static.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRWXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Config	—	Auto* Static	Chooses the WINS configuration mode.
+ See Network User's Guide.						
♣ Please go to the Brother Solutions Center to download the manual at http://solutions.brother.com/ .						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions			
Network + (Continued)	WLAN (Continued)	TCP / IP (Continued)	WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.			
				—	Secondary [000-255]. [000-255]. [000-255]. [000-255]				
				DNS Server	Primary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.			
				—	Secondary [000-255]. [000-255]. [000-255]. [000-255]				
				APIPA	On* Off	Automatically allocates the IP address from the link-local address range.			
				IPv6	On Off*	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.			
				Setup Wizard	—	—			
+ See Network User's Guide.				You can configure your internal print server.					
♣ Please go to the Brother Solutions Center to download the manual at http://solutions.brother.com/ .				You can easily configure your wireless network settings using the one-button push method.					
WPS w/PIN Code				You can easily configure your wireless network settings using WPS with a PIN code.					
 The factory settings are shown in Bold with an asterisk.									

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	
Network + (Continued)	WLAN (Continued)	WLAN Status	Status	—	Active (11n) Active (11b) Active (11g) Wired LAN Active WLAN Off AOSS Active Connection Fail	You can see the current wireless network status.	
				Signal	— Signal:Strong Signal:Medium Signal:Weak Signal:None	You can see the current wireless network signal strength.	
				SSID	—	—	
				Comm. Mode	— Ad-hoc Infrastructure None	You can see the current Communication Mode.	
				MAC Address	—	—	
				Set to Default	— Yes No	Restore the wireless network settings to factory default.	
				WLAN Enable	— On off*	Enable or disable the wireless LAN manually.	
	Wi-Fi Direct 	Push Button	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using the one-button push method.	
		PIN Code	—	—	—	You can easily configure your Wi-Fi Direct™ network settings using WPS with a PIN code.	
		Manual	—	—	—	You can manually configure your Wi-Fi Direct™ network settings.	
+ See Network User's Guide.							
♣ Please go to the Brother Solutions Center to download the manual at http://solutions.brother.com/ .							
 The factory settings are shown in Bold with an asterisk.							

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (Continued)	Wi-Fi Direct 	Group Owner	—	—	On Off*	Sets your machine as the Group Owner.
			Device Info.	Device Name	—	You can see the device name of your machine.
		Status Info.	SSID	—	—	Shows SSID of Group Owner. When the machine is not connected, LCD shows Not Connected.
			IP Address	—	—	You can see the current IP Address of your machine.
			Status	—	G/O Active(**) Client Active Not Connected Off Wired LAN Active ** = the number of devices	You can see the current Wi-Fi Direct™ network status.
		I/F Enable	Signal	—	Signal:Strong Signal:Medium Signal:Weak Signal:None	You can see the current Wi-Fi Direct™ network signal strength. When your machine acts as the Group Owner, the LCD always shows Strong.
			—	—	On Off*	Enables or Disables the Wi-Fi Direct™ connection.
	E-mail/IFAX	Mail Address	—	—	—	Enter the mail address. (Up to 60 characters)

+ See Network User's Guide.

 Please go to the Brother Solutions Center to download the manual at <http://solutions.brother.com/>.

 The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions			
Network + (Continued)	E-mail/IFAX (Continued)	Setup Server	SMTP	SMTP Server	Name (Up to 64 characters) IP Address [000-255]. [000-255]. [000-255]. [000-255]	Enter the SMTP server address.			
				SMTP Port	25* [00001-65535]	Enter the SMTP port number.			
				Auth. for SMTP	None* SMTP-AUTH POP bef. SMTP	Selects the Security method for E-mail notification.			
				SMTP SSL/TLS	None* SSL TLS	You can send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.			
				Verify SMTPCert.	On off*	Verify the SMTP Server Certificate automatically.			
			POP3	POP3 Server	Name (Up to 64 characters) IP Address [000-255]. [000-255]. [000-255]. [000-255]	Enter the POP3 server address.			
				POP3 Port	110* [00001-65535]	Enter the POP3 port number.			
				Mailbox Name	—	Enter the mail box name. (Up to 60 characters)			
				Mailbox Pwd	—	Enter the password to login to the POP3 server. (Up to 32 characters)			
				POP3 SSL/TLS	None* SSL TLS	You can send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.			
+ See Network User's Guide.									
♣ Please go to the Brother Solutions Center to download the manual at http://solutions.brother.com/ .									
 The factory settings are shown in Bold with an asterisk.									

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (Continued)	E-mail/IFAX (Continued)	Setup Server (Continued)	POP3 (Continued)	Verify POP3 Cert.	On Off*	Verify the POP3 Server Certificate automatically.
				APOP	On Off*	Enables or disables APOP.
		Setup Mail RX	Auto Polling	—	On* Off	Automatically checks the POP3 server for new messages.
				Poll Frequency (When Auto Polling is set to On.)	10* [01-60] Min	Sets the interval for checking for new messages on the POP3 server.
				Header	— All Subject+From+To None*	Selects the contents of the mail header to be printed.
				Del Error Mail	— On* Off	Deletes error mails automatically.
				Notification	— On MDN Off*	Receives notification messages.
		Setup Mail TX	Sender Subject	—	—	Displays the subject that is attached to the Internet Fax data.
				Size Limit	— On Off*	Limits the size of E-mail documents.
				Notification	— On Off*	Sends notification messages.
		Setup Relay	Rly Broadcast	—	On Off*	Relays a document to another fax machine.
				Relay Domain	—	Registers the Domain name.
				Relay Report	— On Off*	Prints the Relay Broadcast Report.

+ See Network User's Guide.

♣ Please go to the Brother Solutions Center to download the manual at <http://solutions.brother.com/>.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (Continued)	Fax to Server	—	—	—	On (Prefix/Suffix) off*	You can store a prefix/suffix address in the machine and can send a document from a fax server system.
	Network Reset	—	—	—	Yes No	Restore all network settings to the factory defaults.

+ See Network User's Guide.
 ♣ Please go to the Brother Solutions Center to download the manual at <http://solutions.brother.com/>.

 The factory settings are shown in Bold with an asterisk.



Menu

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page		
Machine Info.	Serial No.	—	—	—	You can check the serial number of your machine.	124		
	Page Counter	—	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See ◆.		
	Parts Life	Drum	—	—	You can check the percentage of a machine part's life that remains available. (PF Kit 2 appears only if you installed the optional LT-5400 paper tray.)			
		Fuser	—	—				
		Laser	—	—				
		PF Kit MP	—	—				
		PF Kit 1	—	—				
		PF Kit 2	—	—				
◆ See Advanced User's Guide.								
 The factory settings are shown in Bold with an asterisk.								



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page	
Initial Setup	Receive Mode	—	—	Fax Only* Fax/Tel External TAD Manual	Chooses the receive mode that best suits your needs.	31	
	Date&Time	Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See ‡.	
	Auto Daylight	—	On Off*	Changes for Daylight Saving Time automatically.	See ◆.		
		Time Zone	—	UTCXXX:XX	Sets the time zone for your country.	See ‡.	
	Station ID	—	—	Fax: Tel: Name:	Sets up your name and fax number to appear on each page you fax.		
	Tone/Pulse (in Canada)	—	—	Tone* Pulse	Chooses the dialing mode.		
	Dial Tone	—	—	Detection No Detection*	You can shorten the dial tone detect pause.	115	
	Dial Prefix	—	—	On Off*	Sets a prefix number that will always be added before the fax number every time you dial.	See ◆.	
	Reset	Network	—	Yes No	Restores all network settings to factory default.	124	
		Address & Fax	—	Yes No	Restores all stored phone numbers and fax settings.		
		All Settings	—	Yes No	Restores all the machine settings to the factory default.		
◆ See Advanced User's Guide.							
‡ See Quick Setup Guide.							
 The factory settings are shown in Bold with an asterisk.							

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Initial Setup (Continued)	Local Language	—	—	(in USA) English* Español (in Canada) English* Français	Allows you to change the LCD language for your country.	See ‡.
◆ See <i>Advanced User's Guide</i> .						
‡ See Quick Setup Guide.						
 The factory settings are shown in Bold with an asterisk.						



Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	Page
Quality	—	—	Auto* Text Photo Graph	—	You can choose the Copy resolution for your type of document.	See ◆.
Enlarge/Reduce	—	—	100%*	—	—	
			Enlarge	104% EXE ⇒ LTR 141% A5 ⇒ A4 200%	You can choose the enlargement ratio for the next copy.	
			Reduce	50% 70% A4 ⇒ A5 78% LGL ⇒ LTR 83% LGL ⇒ A4 85% LTR ⇒ EXE 91% Full Page 94% A4 ⇒ LTR 97% LTR ⇒ A4	You can choose the reduction ratio for the next copy.	
			Auto	—	You can set the machine to calculate the reduction ratio that best fits the size of paper. Auto is only available when using the ADF.	
			Custom (25-400%)	—	You can enter an enlargement or reduction ratio.	
Duplex Copy	—	—	Off* 2side⇒2side 1side⇒2side LongEdgeFlip 2side⇒1side LongEdgeFlip 1side⇒2side ShortEdgeFlip 2side⇒1side ShortEdgeFlip	—	Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.	
◆ See <i>Advanced User's Guide</i> .						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	Page
Tray Use	—	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2* T1>T2>MP (Tray#2 and T2 appear only if you installed Tray 2.)	—	Chooses the tray that will be used for the copy operation.	See ♦.
Brightness	—	—		—	Adjusts the brightness for copies.	
Contrast	—	—		—	Adjusts the contrast for copies.	
Stack/Sort	—	—	Stack* Sort	—	You can choose to stack or sort multiple copies.	
Page Layout	—	—	Off(1in1)* 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L)	—	You can make N in 1 and 2 in 1 ID copies.	
Set New Default	—	—	Quality Brightness Contrast	—	You can save your copy settings as the default settings.	
Factory Reset	—	—	Yes No	—	You can restore all copy settings to the factory settings.	
♦ See Advanced User's Guide.						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	Page	
Favorite Settings	Store	Favorite:1	Rename	—	After you make changes to the following settings, you can store them as one of your Favorite settings: Quality Enlarge/Reduce Duplex Copy Tray Use Brightness Contrast Stack/Sort Page Layout	See ◆.	
		Favorite:2	Rename				
		Favorite:3	Rename				
	Rename	Favorite:1	Rename	—	You can rename your Favorite settings.		
		Favorite:2	Rename	—			
		Favorite:3	Rename	—			
Favorite	—	—	Favorite:1 Favorite:2 Favorite:3	—	You can apply your Favorite settings as the default settings.		
◆ See <i>Advanced User's Guide</i> .							
 The factory settings are shown in Bold with an asterisk.							



Fax

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page	
Address Book	Edit	Set One Touch Dial	—	—	Stores up to 32 One Touch Dial numbers, so you can dial by pressing only a few buttons (and Start).	49	
		Set Speed Dial	—	—	Stores up to 300 Speed Dial numbers, so you can dial by pressing only a few buttons (and Start).	51	
		Setup Groups (One Touch)	—	—	Sets up to 20 Group numbers for Broadcasting.	See ◆.	
		Setup Groups (Speed Dial)	—	—	Sets up to 20 Group numbers for Broadcasting.		
		Change	—	—	You can change One Touch and Speed Dial numbers.	52 and see ◆.	
		Delete	—	—	You can delete One Touch and Speed Dial numbers.	52 and see ◆.	
Duplex Fax	—	—	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	Sets the duplex scanning format.	See ◆.	
Volume (Appears after pressing Hook)	—	—	—	Off Low Med* High	Adjusts the volume level of the speaker.		
Fax Resolution	—	—	—	Standard* Fine S.Fine Photo	Sets the resolution for outgoing faxes.		
Contrast	—	—	—	Auto* Light Dark	Changes the lightness or darkness of faxes you send.		
◆ See <i>Advanced User's Guide</i> .							
 The factory settings are shown in Bold with an asterisk.							

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Glass ScanSize	—	—	—	A4 Letter* Legal/Folio	To fax an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	29
Broadcasting	Manual	—	—	—	You can send the same fax message to more than one fax number.	See ♦.
	Address Book	—	—	—		
Delayed Fax	—	—	—	On Off*	Sets the time of day in 24 hour format that delayed faxes will be sent.	
Real Time TX	—	—	—	On Off*	Sends a fax without using the memory.	
Polled TX	—	—	—	On Off*	Sets up your machine with a document to be retrieved by another fax machine.	
Coverpage Setup	—	—	—	On Off*	Automatically sends a cover page you have programmed.	
Polling RX	—	—	—	On Off*	Sets up your machine to poll another fax machine.	
Overseas Mode	—	—	—	On Off*	If you are having difficulty sending faxes overseas, set this to On.	
Set New Default	—	—	—	Fax Resolution Contrast Glass ScanSize Real Time TX Coverpg Setup	You can save your fax settings as the default settings.	
Factory Reset	—	—	—	Yes No	You can restore all fax settings to the factory settings.	
♦ See <i>Advanced User's Guide</i> .						
 The factory settings are shown in Bold with an asterisk.						



Scan

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to USB	Quality	—	—	Color 100 dpi* Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	See □.
	File Type	—	—	(If you chose a Color or Gray option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF JPEG XPS (If you chose a B&W option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF TIFF		

□ See Software User's Guide.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to USB (Continued)	Duplex Scan	—	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	Chooses the duplex scanning format.	See □.
	File Name	—	—	—	Enter a file name for the scanned data.	
	Glass ScanSize	—	—	A4 Letter* Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	
	File Size	—	—	Small Medium* Large	You can choose the file size for color or gray scale scanning.	
	Set New Default	—	—	Quality File Type Glass ScanSize File Size	You can save your scan to USB settings as the default settings.	
	Factory Reset	—	—	Yes No	You can restore all scan to USB settings to the factory settings.	
Scan to Network (Windows®)	(Profile name)	Quality	—	Color 100 dpi* Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	
□ See Software User's Guide.						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to Network (Windows®) (Continued)	(Profile name) (Continued)	File Type	—	(If you chose a Color or Gray option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF JPEG XPS		See □.
				(If you chose a B&W option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF TIFF		
		Duplex Scan	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	Chooses the duplex scanning format.	
		Glass ScanSize	—	A4 Letter* Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	
		File Size	—	Small Medium* Large	You can choose the file size for color or gray scale scanning.	
□See Software User's Guide.						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to Network (Windows®) (Continued)	(Profile name) (Continued)	File Name	—	BRNXXXXXXXXXXXX* Estimate Report Order sheet Contract sheet Check Receipt <Manual>	You can choose preset file names. If you choose <Manual>, you can name the file as you like.	See □.
Scan to FTP	(Profile name)	Quality	—	Color 100 dpi* Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	
		File Type	—	(If you chose a Color or Gray option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF JPEG XPS		
□ See Software User's Guide.						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to FTP (Continued)	(Profile name) (Continued)	File Type (Continued)	—	(If you chose a B&W option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF TIFF		See □.
		Duplex Scan	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	Chooses the duplex scanning format.	
		Glass ScanSize	—	A4 Letter* Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	
		File Size	—	Small Medium* Large	You can choose the file size for color or gray scale scanning.	
		File Name	—	BRNXXXXXXXXXXXX* Estimate Report Order sheet Contract sheet Check Receipt <Manual>	You can choose preset file names. If you choose <Manual>, you can name the file as you like.	
□ See Software User's Guide.						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to E-mail	Manual/ Address Book	Quality	—	Color 100 dpi* Color 200 dpi Color 300 dpi Color 600 dpi Color Auto Gray 100 dpi Gray 200 dpi Gray 300 dpi Gray Auto B&W 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	See □.
		File Type	—	(If you chose a Color or Gray option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF JPEG XPS	(If you chose a B&W option in the Quality setting) PDF* PDF/A Secure PDF Signed PDF TIFF	
		Duplex Scan	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	Chooses the duplex scanning format.	

□ See Software User's Guide.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page		
Scan to E-mail (Continued)	Manual/ Address Book (Continued)	Glass ScanSize	—	A4 Letter* Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	See □.		
		File Size	—	Small Medium* Large	You can choose the file size for color or gray scale scanning.			
		Number of Destinations	—	—	You can add multiple destination E-mail addresses.			
		Set New Default	—	Quality File Type Glass ScanSize File Size	You can save your scan to E-mail settings as the default settings.			
		Factory Reset	—	Yes No	You can restore all scan to E-mail settings to the factory settings.			
Scan to PC	E-Mail	Duplex Scan	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	You can scan a black & white or a color document into your E-mail application.			
		Setting Help	—	—	If you want to change Scan to PC settings, you must use the ControlCenter. See the Software User's Guide for details.			
	Image	Duplex Scan	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	You can scan a color picture into your graphics application.			
		Setting Help	—	—	If you want to change Scan to PC settings, you must use the ControlCenter. See the Software User's Guide for details.			
□See Software User's Guide.								
 The factory settings are shown in Bold with an asterisk.								

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page				
Scan to PC (Continued)	OCR	Duplex Scan	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	You can have your text document converted to an editable text file.	See □.				
		Setting Help	—	—	If you want to change Scan to PC settings, you must use the ControlCenter. See the Software User's Guide for details.					
		Duplex Scan	—	DuplexScan : LongEdge DuplexScan : ShortEdge Off*	You can scan a black & white or a color document into your computer.					
		Setting Help	—	—	If you want to change Scan to PC settings, you must use the ControlCenter. See the Software User's Guide for details.					
	Web Service (Appears when you install a Web Service Scan, which is Displayed in your computer's Network explorer.)	Scan	—	—	You can scan data by using web Service protocol.					
		Scan for E-mail	—	—						
		Scan for OCR	—	—						
		Scan for Fax	—	—						
		Scan for Print	—	—						
□See Software User's Guide.										
 The factory settings are shown in Bold with an asterisk.										

Other Functions



Direct
Print

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Direct Print	(Select File)	Print Settings (No. of Prints (001–999))	Paper Size	A4 Letter* Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the paper size when printing directly from the USB flash memory drive.	56
			Paper Type	Thin Plain* Thick Thicker Recycled Paper Label	Sets the print media type when printing directly from the USB flash memory drive.	56
			Multiple Page	1in1* 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Sets the page layout when printing multiple pages directly from the USB Flash memory drive.	56
			Orientation	Portrait* Landscape	Sets the page orientation when printing directly from the USB Flash memory drive.	56
			Duplex	Long Edge Short Edge Off*	Chooses the duplex print format when print directly from the USB Flash memory drive.	56
<p> The factory settings are shown in Bold with an asterisk. The Direct Print button on the LCD becomes active when a USB flash memory drive is connected and Direct Print is selected in the USB memory menu.</p>						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Direct Print (Continued)	(Select File) (Continued)	Print Settings (No. of Prints (001–999)) (Continued)	Collate	On* Off	Enables or disables page collation when printing directly from the USB Flash memory drive.	56
			Tray Use	Auto* MP Only Tray#1 Only Tray#2 Only (Tray#2 Only appears only if you installed Tray 2.)	Chooses the tray when printing directly from the USB Flash memory drive.	56
			Print Quality	Normal* Fine	Sets the print quality option when printing directly from the USB Flash memory drive.	56
			PDF Option	Document* Document&Markup Document&Stamps	Sets the USB direct print setting whether to print comments (Markup) or stamps in the PDF file along with the text.	56
	Index Print	—	—	—	You can print a thumbnail page.	56
Default Settings	Paper Size	—	A4 Letter* Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the default paper size when printing directly from the USB flash memory drive.	57	
	Paper Type	—	Thin Plain* Thick Thicker Recycled Paper Label	Sets the default media type when printing directly from the USB flash memory drive.	57	
 The factory settings are shown in Bold with an asterisk. The Direct Print button on the LCD becomes active when a USB flash memory drive is connected and Direct Print is selected in the USB memory menu.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page			
Direct Print (Continued)	Default Settings (Continued)	Multiple Page	—	1in1*	Sets the default page style when printing multiple pages directly from the USB Flash memory drive.	57			
				2in1					
				4in1					
				9in1					
				16in1					
				25in1					
				1 in 2x2 pages					
				1 in 3x3 pages					
				1 in 4x4 pages					
				1 in 5x5 pages					
				Orientation	Portrait* Landscape	57			
				Collate	On* Off	57			
				Print Quality	Normal* Fine	57			
				PDF Option	Document* Document&Markup Document&Stamps	57			
				Index Print	Simple* Details	57			



The factory settings are shown in Bold with an asterisk.

The Direct Print button on the LCD becomes active when a USB flash memory drive is connected and Direct Print is selected in the USB memory menu.



Secure Print

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Secure Print	(Select User)	(Select Secure Print Job)	Password:	Print Delete	You can print data saved in the memory drive when you enter your four-digit password. (The Secure Print button on the LCD becomes active when there is secure data.)	See □.
□ See Software User's Guide.						
 The factory settings are shown in Bold with an asterisk.						



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page	
Address Book	Edit	Set One Touch Dial	—	—	Stores up to 32 One Touch Dial numbers, so you can dial by pressing only a few buttons (and Start).	49	
		Set Speed Dial	—	—	Stores up to 300 Speed Dial numbers, so you can dial by pressing only a few buttons (and Start).	51	
		Setup Groups (One Touch)	—	—	Sets up to 20 Group numbers for Broadcasting.	See ◆.	
		Setup Groups (Speed Dial)	—	—	Sets up to 20 Group numbers for Broadcasting.		
		Change	—	—	You can change One Touch and Speed Dial numbers.	52 and see ◆.	
		Delete	—	—	You can delete One Touch and Speed Dial numbers.	52 and see ◆.	
◆ See Advanced User's Guide.							
 The factory settings are shown in Bold with an asterisk.							

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Quick Dials	Edit	Set One Touch Dial	—	—	Stores up to 32 One Touch Dial numbers.	49
		Change	—	—	You can change One Touch Dial numbers.	52
		Delete	—	—	You can delete One Touch Dial numbers.	52



The factory settings are shown in Bold with an asterisk.

Entering text

When you are setting certain menu selections, you may need to enter text into the machine.

Press **A 1 @** repeatedly to choose between letters, numbers or special characters. Press **↑** to change between upper case and lower case, as needed when entering an E-mail address.



Inserting spaces

To enter a space, press the space key button or ►.

Making corrections

If you entered an incorrect character and want to change it, use the arrow buttons to move the cursor under the incorrect character. Then press **☒**. Enter the correct character. You can also insert letters by moving the cursor and entering a character.



- The characters available may differ depending on your country.
- The keyboard layout may differ depending on the function you are setting.

D

Specifications

General



This chapter provides a summary of the machines' specifications. For additional specifications visit us at <http://www.brother.com/> for details.

Model	MFC-8950DW	MFC-8950DWT
Printer Type	Laser	
Print Method	Electrophotographic Laser Printer	
Memory Capacity	Standard	128 MB
	Optional	1 slot: DDR2 SO-DIMM (144-pin) up to 256 MB
LCD (liquid crystal display)	Wide Touchscreen 5 in. (126 mm) Color LCD ¹	
Power Source	110 - 120 V AC 50/60 Hz	
Power Consumption ² (Average)	Peak	Approx. 1200 W at 77 °F (25 °C)
	Copying	Approx. 702 W at 77 °F (25 °C)
	Copying (Quiet Mode)	Approx. 350 W at 77 °F (25 °C)
	Ready	Approx. 9.8 W at 77 °F (25 °C)
	Sleep (WLAN:On)	Approx. 6.8 W
	Deep Sleep	Approx. 1.6 W
Dimensions	*: MFC-8950DWT Unit: in. (mm)	
Weights (with consumables)	39.0 lb (17.7 kg)	45.9 lb (20.8 kg)

¹ Measured diagonally

² USB connections to PC

Model			MFC-8950DW	MFC-8950DWT	
Noise Level	Sound Pressure	Printing	LPAm = 59 dB (A)		
		Ready	LPAm = 37 dB (A)		
		Printing (Quiet Mode)	LPAm = 54 dB (A)		
	Sound Power	Printing	LWAd = 6.63 B (A)	LWAd = 6.78 B (A)	
		Ready	LWAd = 4.70 B (A)	LWAd = 4.58 B (A)	
		Printing (Quiet Mode)	LWAd = 6.4 B (A)		
Temperature		Operating	50 °F to 90.5 °F (10 to 32.5 °C)		
		Storage	32 °F to 104 °F (0 to 40 °C)		
Humidity		Operating	20 to 80% (without condensation)		
		Storage	10 to 90% (without condensation)		
ADF (automatic document feeder)			Up to 50 pages For best results we recommend: Temperature: 68°F to 86°F (20 to 30 °C) Humidity: 50% to 70% Paper: 20 lb (80 g/m ²)		

Document Size

Model		MFC-8950DW	MFC-8950DWT
Document Size (Single-sided)	ADF Width	5.8 to 8.5 in. (147.3 to 215.9 mm)	
	ADF Length	5.8 to 14.0 in. (147.3 to 355.6 mm)	
	Scanner Glass Width	Max. 8.5 in. (215.9 mm)	
	Scanner Glass Length	Max. 14.0 in. (355.6 mm)	
Document Size (2-sided (Duplex))	ADF Width	5.8 to 8.5 in. (147.3 to 215.9 mm)	
	ADF Length	5.8 to 14.0 in. (147.3 to 355.6 mm)	

Print media

Model		MFC-8950DW	MFC-8950DWT
Paper Input	Paper Tray (Standard)	Paper Type	Plain Paper, Thin Paper, Recycled Paper
		Paper Size	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal, Folio
		Paper Weight	16 to 28 lb (60 to 105 g/m ²)
		Maximum Paper Capacity	Up to 500 sheets of 20 lb (80 g/m ²) Plain Paper
	Multi-purpose tray (MP tray)	Paper Type	Plain Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper, Label, Envelope, Env.Thin, Env.Thick
		Paper Size	Width: 3 to 8.5 in (76.2 to 215.9 mm) Length: 5 to 14 in (127.0 to 355.6 mm)
		Paper Weight	16 to 43 lb (60 to 163 g/m ²)
		Maximum Paper Capacity	Up to 50 sheets of 20 lb (80 g/m ²) Plain Paper
	Paper Tray 2 (Optional) ²	Paper Type	Plain Paper, Thin Paper, Recycled Paper
		Paper Size	Letter, A4, B5 (ISO/JIS), A5, B6 (ISO), Executive, Legal, Folio
		Paper Weight	16 to 28 lb (60 to 105 g/m ²)
		Maximum Paper Capacity	Up to 500 sheets of 20 lb (80 g/m ²) Plain Paper
Paper Output¹	Face-Down Output Tray		Up to 150 sheets of 20 lb (80 g/m ²) Plain Paper (face-down delivery to the face-down output paper tray)
	Face-Up Output Tray		One sheet (face-up delivery to the face-up output tray)
Duplex	Automatic Duplex Printing	Paper Type	Plain Paper, Thin Paper, Recycled Paper
		Paper Size	Letter, Legal, Folio
		Paper Weight	16 to 28 lb (60 to 105 g/m ²)

¹ For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

² Tray 2 is standard on MFC-8950DWT.

Fax

Model	MFC-8950DW	MFC-8950DWT
Compatibility	ITU-T Super Group 3	
Coding System	MH/MR/MMR/JBIG/JPEG	
Modem Speed	33,600 bps (with Automatic Fallback)	
2-sided (Duplex) Print Receiving	Yes	
Automatic 2-sided (Duplex) Sending	Yes (from ADF)	
Scanning Width	Max. 8.19 in. (208 mm)	
Printing Width	Max. 8.19 in. (208 mm)	
Gray Scale	8 bit/256 levels	
Resolution	Horizontal	203 dot/in. (8 dot/mm)
	Vertical	Standard: 98 line/in. (3.85 line/mm)
		Fine: 196 line/in. (7.7 line/mm)
		Photo: 196 line/in. (7.7 line/mm)
		Superfine: 392 line/in. (15.4 line/mm)
One Touch Dial	32	
Speed Dial	300 stations	
Groups	Up to 20	
Broadcasting	382 stations	
Automatic Redial	Yes, 1 time after 5 minutes	
Memory Transmission	Up to 500 ¹ pages	
Out of Paper Reception	Up to 500 ¹ pages	

¹ 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

Copy

Model	MFC-8950DW	MFC-8950DWT
Copy Width	Max. 8.27 in. (210 mm)	
Automatic 2-sided (Duplex) Copy	Yes (from ADF)	
Multiple Copies	Stacks or Sorts up to 99 pages	
Reduce/Enlarge	25% to 400% (in increments of 1%)	
Resolution	Up to 1200 × 600 dpi	
First Copy Out Time ¹	Less than 10.5 seconds at 73.4 °F (23 °C) / 115 V	

¹ From Ready mode and standard tray

Scanner

Model	MFC-8950DW	MFC-8950DWT
Color / Mono	Yes / Yes	
TWAIN Compliant	Yes (Windows® XP / Windows Vista® / Windows® 7 / Mac OS X 10.5.8, 10.6.x, 10.7.x ¹)	
WIA Compliant	Yes (Windows® XP / Windows Vista® / Windows® 7)	
ICA Compliant	Yes (Mac OS X 10.6.x, 10.7.x)	
Color Depth	48 bit internal / 24 bit external color	
Resolution	Up to 19200 × 19200 dpi (interpolated) ² Up to 1200 × 1200 dpi (optical) ² (from Scanner Glass) Up to 1200 × 600 dpi (optical) ² (from ADF)	
Scanning Width	Max. 8.27 in. (210 mm)	
Automatic 2-sided (Duplex) Scanning	Yes (from ADF)	
Gray Scale	256 levels	

¹ For the latest driver updates for the version of Mac OS X you are using, visit us at <http://solutions.brother.com/>.

² Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

Printer

Model	MFC-8950DW	MFC-8950DWT
Automatic 2-sided (Duplex) Print	Yes	
Emulations	PCL6, BR-Script3 (PostScript® 3™), IBM Proprinter XL, Epson FX-850	
Resolution	1200 dpi × 1200 dpi, HQ1200 (2400 dpi × 600 dpi) quality, 600 dpi × 600 dpi	
Print Speed (Duplex)	Up to 18 sides/minute (Up to 9 sheets/minute) (Letter size) ¹	
Print Speed	Up to 42 pages/minute (Letter size) ¹	
First Print Time ²	Less than 8.5 seconds at 73.4 °F (23 °C) / 115 V	

¹ The print speed may vary depending on the type of document you print.

² From Ready mode and standard tray

Interfaces

Model	MFC-8950DW	MFC-8950DWT
USB	Hi-Speed USB 2.0 ^{1,2} It is recommended you use a USB 2.0 cable (Type A/B) that is no more than 6 feet (2.0 meters) long.	
Ethernet ³	10BASE-T / 100BASE-TX / 1000BASE-T ⁴ Use a straight-through Category 5e (or greater) Shielded Twisted-Pair (STP) cable.	
Wireless LAN ³	IEEE 802.11b/g/n (Infrastructure mode) IEEE 802.11b (Ad-hoc mode)	

¹ Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

² Third party USB ports are not supported.

³ For detailed network specifications, see *Network (LAN)* >> page 181 and >> Network User's Guide.

⁴ When you connect the machine to a Gigabit Ethernet Network, use the network devices complying with 1000BASE-T.

Direct Print feature

Model	MFC-8950DW	MFC-8950DWT
Compatibility	PDF version 1.7 ¹ , JPEG, Exif + JPEG, PRN (created by Brother printer driver), TIFF (scanned by all Brother MFC or DCP models), XPS version 1.0.	
Interface	USB direct interface	

¹ PDF data including a JBIG2 image file, a JPEG2000 image file or a transparency file is not supported.

Computer requirements

Minimum System Requirements and Supported PC Software Functions							
Computer Platform & Operating System Version	Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC Software Functions	Supported PC Interface ²
				For Drivers	For Applications		
Windows® Operating System	Windows® XP Home ^{1 4}	Intel® Pentium® II or equivalent	128 MB	256 MB	150 MB	500 MB	Printing, PC-Fax ³ , Scanning USB, 10Base-T/ 100Base-TX (Ethernet), 1000Base-T (Gigabit Ethernet), Wireless 802.11 b/g/n
	Windows® XP Professional x64 Edition ^{1 4}	64-bit (Intel®64 or AMD64) supported CPU	256 MB	512 MB			
	Windows Vista® ^{1 4}	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB	
	Windows® 7 ^{1 4}	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB		

Minimum System Requirements and Supported PC Software Functions

Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC Software Functions	Supported PC Interface ²
					For Drivers	For Applications		
	Windows Server® 2003 (print only via network)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A	Printing	10Base-T/100Base-TX (Ethernet), 1000Base-T (Gigabit Ethernet), Wireless 802.11 b/g/n
	Windows Server® 2003 x64 Edition (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
	Windows Server® 2008 (print only via network)	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU		512 MB	2 GB			
	Windows Server® 2008 R2 (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
Macintosh Operating System	Mac OS X 10.5.8	PowerPC® G4/G5 Intel® Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send ³ , Scanning	USB, 10Base-T/100Base-TX (Ethernet), 1000Base-T (Gigabit Ethernet), Wireless 802.11 b/g/n
	Mac OS X 10.6.x	Intel® Processor	1 GB	2 GB				
	Mac OS X 10.7.x	Intel® Processor	2 GB	2 GB				

¹ For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

² Third-party USB ports are not supported.

³ PC-Fax supports black and white only.

⁴ Nuance™ PaperPort™ 12SE supports Microsoft® SP3 or higher for Windows® XP and SP2 or higher for Windows Vista® and Windows® 7.

For the latest driver updates, visit <http://solutions.brother.com/>.

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Consumable items

Model	MFC-8950DW	MFC-8950DWT	Order No.
Toner Cartridge	Inbox	Approx. 3,000 pages Letter or A4 page ¹	-
	Standard	Approx. 3,000 pages Letter or A4 page ¹	TN-720
	High Yield	Approx. 8,000 pages Letter or A4 page ¹	TN-750
	Super High Yield	Approx. 12,000 pages Letter or A4 page ¹	TN-780
Drum Unit	Approx. 30,000 pages Letter or A4 pages (1 page / job) ²		DR-720

¹ Approx. cartridge yield is declared in accordance with ISO/IEC 19752.

² Drum life is approximate and may vary by type of use.

Network (LAN)



For more information about the Network specifications, see the Network User's Guide.

Model	MFC-8950DW	MFC-8950DWT
LAN	<p>You can connect your machine to a network for Network Printing, Network Scanning, PC-Fax Send, PC-Fax Receive (Windows® only) and Remote Setup¹.</p> <p>Also included is Brother BRAdmin Light^{2 3} Network Management software.</p>	
Protocols	IPv4	ARP, RARP, BOOTP, DHCP, APIPA(Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, POP3, SMTP Client, IPP/IPPS, FTP Client and Server, LDAP Client, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMP, Web Services (Print/Scan), SNTP Client
	IPv6	NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, IPP/IPPS, FTP Client and Server, LDAP Client, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, SMTP Client, ICMPv6, SNTP Client, Web Services (Print/Scan)
Security Protocols	Wired	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos
	Wireless	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (LEAP, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos
Wireless Network Security		WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)
Wireless Network Setup Support Utility	AOSS™	Yes
	WPS	Yes

¹ See Computer requirements >> page 178.

² (For Windows® users) Brother BRAdmin Light is available on the CD-ROM provided with the machine.
 (For Macintosh users) Brother BRAdmin Light is available as a download from <http://solutions.brother.com/>.

³ (For Windows® users) If you require more advanced machine management, use the latest Brother BRAdmin Professional utility version that is available as a download from <http://solutions.brother.com/>.

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